

Information Governance



How we use and store your information

Treetops keeps personal information about you, your health and any treatment and care that you receive to help ensure that you get the best possible care from us. These records may be written down (paper records) or held digitally.

The data collected and used by us includes:

- Demographic information about you, such as your name, date of birth and address
- Identifiers personal to you, such as your NHS number
- Information about your health
- Information about the care and treatment you receive
- Information supplied by health care professionals who are involved in your care.

How your records are used

Accurate and up-to-date information from your records allows us to review the care we provide to make sure it is of the highest possible standard to meet your needs.

Members of the hospice team looking after you may share information about you with each other if it is required to provide your care, for example:

- Contact details for you and your family and/or carers
- Notes and reports about your health and care.

Your information will only be used in this way for direct care purposes. Where we need to use your data for purposes outside of providing you with direct care your consent is needed and we will contact you for permission.



Sharing your information

Sometimes we are bound by law or our duty of care to pass on information about you without your consent, for example:

- If we discover you have an infectious disease that may endanger the safety of others
- Where a formal court order has been issued
- If you are involved in an emergency situation
- If we have concerns for the safety and wellbeing of a child or an adult at risk
- If you disclose involvement or knowledge of a potential act of terrorism
- In response to a formal written request by you or your legal guardian
- If you indicate a serious or imminent intention to harm yourself or others.

It is sometimes necessary to share your information with professionals in other services who may be directly involved with your care, or if you need treatment elsewhere. Your information will only be made available if there is a genuine need to do so, or in the case of Therapeutic Services, if you have given consent.

We will not share information about you with your family or friends without your prior consent, unless you are unable to consent and it is in your best interests to do so.

Some information we hold may be shared with other professionals or organisations, for example:

- Health and social care professionals undergoing training, or
- To provide statistical information to national organisations.

When used in this way, any identifiable personal information about you is removed or disguised where possible. If this is not possible, we will ask you directly for your explicit consent to disclose it.

How can you help us to ensure that we always have the correct information about you?

Whilst we make every effort to make sure that the information held by Treetops is as up to date and accurate as possible, you can help us by:

- Giving our staff the right details about yourself
- Letting us know if any of your details are incorrect or have changed.

How we keep your records safe and confidential

Everyone working for Treetops or who receives information has a legal duty to keep information about you confidential.

We make every effort to ensure that personal data is properly secured from loss or corruption and that no unauthorised disclosures of personal data are made.

It is the policy of Treetops Hospice that all processing of personal data by, or on behalf of, the hospice shall be in accordance with the requirements of:

- the common law duty of confidence
- the EU General Data Protection Regulation 2016/679
- the Data Protection Act 2018
- Access to Health Records Act 1990
- Caldicott Principles.

Your Information Rights

You have the right to:

- Know how we will use your personal information
- Access your medical records – if you want to do this, please talk to a member of staff responsible for your care
- Object to us making use of your information
- Ask us to change or restrict the way in which we use your information
- Include any corrections you want to make in the record.

If you would like to know more about how we use your information, or you have any concerns about it, please visit treetops.org.uk/privacy or contact our Data Protection Officer, Clair Attwood at dpo@treetopshospice.org.uk

If you have any concerns with how we handle your data, please do contact us. You also have the right to contact the Information Commissioner's Office:
<https://ico.org.uk/for-the-public>

For more about Information Governance please visit:

- Information Commissioners Office: <https://ico.org.uk>
- The Information Governance Alliance
<https://digital.nhs.uk/data-and-information>
- Caldicott Review: information governance in the health and care system: www.gov.uk/government/publications/the-information-governance-review

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