

DATA PROTECTION POLICY

1. The Hospice needs to keep certain information about its staff, Council of Management, members, volunteers and clients to enable it to run efficiently and effectively for the benefit of those it serves.
2. To comply with the law, information must be collected and used fairly, stored safely and not disclosed to any other person. To do this, the Hospice must follow the eight Data Protection Principles set out in the Data Protection Act 1998, which are summarised below:
 - 2.1 Personal data¹ must be obtained and processed **fairly** and **lawfully**.
 - 2.2 Data can **only** be collected and used for **specified purposes**.
 - 2.3 Data must be **adequate, relevant and not excessive**.
 - 2.4 Data must be **accurate** and **up to date**.
 - 2.5 Data must not be held any longer than is necessary for its given purpose.
 - 2.6 Data Subjects' rights must be respected.
 - 2.7 Data must be kept safe from unauthorised access, accidental loss or damage.
 - 2.8 Special rules apply to transfers abroad (including publication over the Internet).
3. **Hospice staff, Council of Management members and volunteers who process or use any personal information in the course of their duties must ensure that these principles are followed at all times.**
4. In order to ensure that this happen, the Hospice has drawn up this policy. There are two main groups to accommodate within the policy:-
 1. **Clients.**
 2. **Volunteers/staff/Council of Management members.**

5. The Hospice as a body is the Data Controller under the Act, and the Hospice Council of Management is ultimately responsible for the policy's implementation. However the Hospice has designated the Head of Human Resources to deal with any day-to-day matters arising from the implementation of the Data Protection Policy. The Clinical Services Manager acts as the Caldicott Guardian. The Caldicott Guardian is responsible for agreeing and reviewing protocols for governing the transfer and disclosure of patient-identifiable information across the Hospice, supporting agencies and external parties.

6. Associated Policies:-

- Clinical Information Confidentiality Policy
- Sharing Patients Information Policy

¹ "Personal Data" is defined as "information about identifiable, living individuals held on computer or in a manual filing system"

7. Personal data relating to clients

7.1 Purposes

The Hospice obtains contact details (names, addresses, and phone numbers) and health details from clients. This data is obtained, stored and processed solely to assist staff and volunteers in the efficient running of the service requested by the client. Personal details supplied by clients are not used to send marketing material or Hospice newsletters, unless prior consent is obtained.

8. Personal data relating to staff, volunteers and trustees

8.1 During the course of duties with the Hospice, volunteers, staff and trustees will be dealing with information such as names/addresses/phone numbers of clients, volunteers and donors, and also certain details on the health of clients. Sensitive information may be overheard while working at the Hospice. The Data Protection Act 1998 gives specific guidance on how this information should be dealt with by organisations such as the Hospice. In short, to comply with the law, personal information must be **collected and used fairly, stored safely and not disclosed to any other person unlawfully.**