Privacy notice – Easy Read Version

What information do we keep about you?

We keep information about who you are, where you live, which service you are using, why you are using our service and about the work that we are doing with you.

We may also keep information about your health if our service might need this to help you. We will not keep information about you that we do not need and we will always tell you what information we keep.

Why do we need to keep information about you?

We keep information about you so that we have a record of how we have worked with you. This helps us to decide how we can help you. It can also help us to know how good we have been at helping you. The law in England calls this "a legitimate interest".

Who can see my information?

- Staff who work in the service you use.

- Other staff at Barnsley Hospice but only those who have a good reason to see your information.

People from other organisations might look at your information to make sure that what we do is safe and working well. They may also check that the information we keep about you is right and up to date.
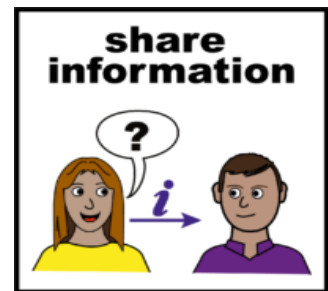
Sharing information

We will ask you if it is OK before we share your information with other people or with services that work with you like your GP.
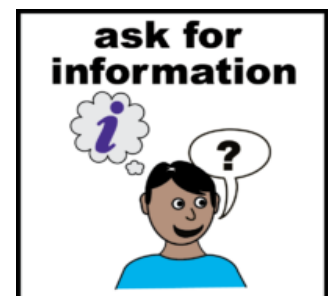
If you say do not want us to share your information we will not do so unless:

- we need to share information with another organisation which pays for our services (known as commissioners) . We will tell you if we need to do this.

- we believe you are at risk of harm, or where someone else may be at risk.

- we have to share it because the law tells us we must, for example, following a court order.

How can I see the information you keep about me?

You can see your information and have copies of it at any time by making what is called a subject access request. You can ask for this yourself from any member of staff at Barnsley Hospice, who will pass your request to our Governance and Quality Team. Or you can ask for it by writing

- an email to feedback@barnsley-hospice.org
- a letter to:
  Barnsley Hospice
  104-106 Church Street
  Gawber
  Barnsley
  S75 2RL

You will not have to pay to see the information we have about you.

Once we know you want to see your information, we will send it to you or arrange for you to look through your file with a member of our staff.

There are 2 members of Barnsley Hospice staff who have had extra training about information. They are called the Caldicott Guardian and the Senior Information Risk Owner. They can answer questions you have and note any changes you think should be made to your information.

Can any part of my information be kept from me?

Sometimes we get information from someone that is written in confidence. When this happens, we have to get them to agree before we can share it with you. Sometimes we might not show you some of the information we have about you because it could harm you to see it.
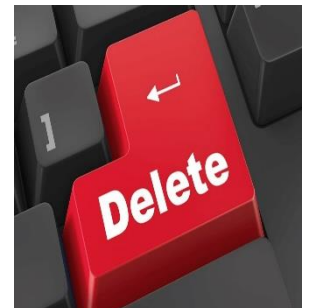
What happens to my information when I stop using a service?

Your information record will be closed and kept safely by us for as long as our records guidance tells us to. It may be kept longer if the government or the law tells us to but we will not keep it for longer than we need to. You can see the information we keep about you for as long as we have it.

Can I ask you to delete my information?

The law says that you can have your information deleted as long as there is no reason why Barnsley Hospice needs to keep it. Barnsley Hospice may need to keep your information if it is needed for your care in the future or if the law tells us we must.

What can I do if I am not satisfied with the process, or with what is in my records?

If you are not happy with how we have managed your records you can contact Barnsley Hospice by email at feedback@barnsley-hospice.org

You can also complain to the Information Commissioner for the Data Protection Act. The Information Commissioner's contact details are:

Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Tel: 01625 545 745.