



The Prince & Princess
of Wales Hospice

Service Users

What information do we collect about you?

Individuals who are under the care of The Prince & Princess of Wales Hospice and in receipt of one or more of our services are called Service Users. The term includes those referred to us but currently not in receipt of care, those who have been in receipt of one or more of our services and their details retained for the time-being, and individuals enquiring into any of our services.

Types of information

The types of information that we might collect or hold on you includes name(s), addresses, date of birth, contact details including email and telephone, your next of kin and family information, your doctor's contact details. We will also collect information of a sensitive nature relating to your medical history, current medical requirements and information of a sensitive nature including race, religion and ethnicity.

Service users may also be supporters. For details about supporters and the information we collect please see our privacy notice for supporters.

Sources of your information

Your information may be sourced directly from you, a loved one, family member or other legal guardian. Information about you concerning your health or that is required to provide you with health and social care services may also be sourced directly or indirectly from your doctor, health professional or from the NHS.

Consequences of not being able to process your information

The Prince & Princess of Wales Hospice relies on several lawful grounds for processing your information contained within the data protection legislation and will seek your consent where required by law to do so. If we do not have the ability to process your information this may seriously impact the provision of health and social care services and how we address your care needs.

Purposes of processing

Information is collected and processed for the purpose and intention of providing one or more of our clinical services, the effective provision of personalised care and to comply with clinical reporting requirements. Processing will also take place pursuant to your rights and our responsibilities within the data protection legislation. Information will also be processed, where required, to comply with other legal obligations.

We may collect personal-sensitive information relating to race, faith, sex, religion, family life, health and care received for statistical and reporting purposes. Your information will be anonymised and it will not be possible to identify you. This information may be shared with NHS and other care agencies as well as with our commissioners and regulatory bodies.

Legitimate Interests

The Prince & Princess of Wales hospice has a legitimate interest in understanding whether those under our care and their family or registered next of kin have an interest in supporting our charitable work. The organisation complies with the Fundraising Regulator's requirements and will provide a simple and easy way to stop communications that are no longer required.

Information Sharing

Information about service users is kept securely on our electronic patient record system called Crosscare. It is recognised that there will be cross over between our supporter database (Raiser's Edge) and Crosscare with potential for a service user also to be a supporter.

Only necessary information will be shared with the fundraising and marketing database in line with Data Protection legislation.

The Prince & Princess of Wales Hospice may share your information with other NHS Healthcare Service providers and Health Care Agencies for the holistic provision of care or for statistical reporting requirements. Your information will only be shared under strict guidelines to protect your privacy and right to confidentiality and to restrict the purpose(s) that your information is used for. Any sharing of information complies with data protection and privacy laws and where it is possible to minimise the amount of information shared or anonymise records so as not to identify an individual, these precautions will be applied to protect your personal information.