

# Privacy Notice

## Who are we?

Harlington Hospice care for people with serious illness. To support them to live each of their days to the fullest. We also support those who are close to them.

## Why do we keep personal information about you?

We aim to provide the best possible care. To do this we must keep records about you and the support you receive.

## How do we collect information about you?

- Through conversations with you and those close to you.
- Through our Feedback Forms.
- From people who have asked us to support you, for example, your doctor or school.

## What information do we keep about you?

- Name
- Address
- Next of kin
- Times we have supported you
- Services we have offered

Some of this information is sensitive and we take extra care to keep it private.



## How long do we keep your information for?

We keep your information for as long as it is needed to help you or if a law requires us to.

This can be up to 6 years for adults and 25 years for children.



## What are your information rights?

- We only keep information about you that we need.
- We do not share it unless we must.
- You have the right to know what information we hold about you and to have a copy .
- You may request the information be changed if it is incorrect.



## How do we use your information?

We use your information to help us develop our services and the support we offer.

Sometimes we have to share your information with other groups. For example:

- When the hospice is inspected.
- If you or others are at risk of harm.
- If a court of law or the police has asked for it.

In other situations we will ask for your consent.