

# Privacy Notice

## Introduction

This Privacy Notice (“Notice”) is to inform you of how your information is held by Les Bourgs Hospice. It sets out the conditions under which we may process any information that we collect from you, or that you provide to us.

This Notice explains how, when and why we collect your personal information during the course of providing services to you, under what situations we may disclose your personal information to others and how we keep it secure.

## Consent

By submitting any information about you and, where applicable, others within our website at <http://www.lesbourgshospice.org.gg>, you and they consent to its use as set out in this Notice.

You have a **right to withdraw** consent at any time. Should you wish to do so, please contact us using the detail provided at the end of this Notice.

## Who we are

Les Bourgs Hospice is a Company Limited by Guarantee Company Number: 44019. Association of Guernsey Charities Number: 141. Guernsey Registry Number: CH25. Our registered office is: Andrew Mitchell House, Rue du Tertre, St Andrews, Guernsey GY6 8SF. We are supported by our Fundraising arm which is the Friends of Les Bourgs Hospice which is also a Company Limited by Guarantee Company Number 56125, Association of Guernsey Charities Number 307. Guernsey Registry Number: CH47 and whose registered office is Andrew Mitchell House, Rue du Tertre, St Andrews, Guernsey GY6 8SF who are also covered by this Privacy Notice. Information received by the Friends of Les Bourgs Hospice will be processed by Les Bourgs Hospice in most circumstances.

Les Bourgs Hospice at Andrew Mitchell House was founded for the people of the Bailiwick in 1990 by Greville Mitchell OBE and Mrs Lisa Mitchell who recognised the need for a Hospice to provide the highest levels of compassionate and professional care to patients with life-limiting illnesses, as well as their loved ones. The hospice is independent and relies entirely on public support. All Bailiwick residents are eligible to be referred to the hospice for residential, respite and day care where the care offered is appropriate for their needs. The hospice makes no charge to the patient but, as we are a primary care service, patients pay for their own GP visits as they would at home.

## Summary

The information in the Privacy Notice provides information on the following:

- [Information we collect about you](#)
- [When we collect this information](#)
- [Why we use the information about you](#)
- [How we use the information about you](#)
- [How your information will be shared and who with](#)
- [Marketing](#)
- [How we protect your information](#)
- [Transferring your information outside of the European Economic Area \(EEA\)](#)
- [Detecting and preventing fraudulent or criminal activity](#)
- [Your rights to information and correction](#)

## 1. What information do we collect about you?

We collect information about you to provide you with news, operational information around fundraising initiatives you have registered to support, records of donations received by yourselves for financial reporting purposes and to provide details of our fundraising and events. The information we collect will include:

- Name(s)
- Contact details (postal address, email address, telephone numbers)
- Records of money donated to Les Bourgs Hospice as part of a donation or fundraising initiative
- Relevant information deemed necessary for us to maintain financial records and relevant operational communications with yourselves.

If you contact us electronically, we may collect your electronic information identifier, for example your Internet Protocol (IP) address or telephone number supplied by your service provider.

### Special Category Data

Some of the information we ask you for may be Special Category Data (previously referred to as Sensitive Data), as defined by the Data Protection (Bailiwick of Guernsey) Law, 2017, (such as health data). We will not use such sensitive personal data about you or others except for the specific purpose for which you provide it. Please ensure that you only provide us with Special Category Data about other people with their agreement. Please see appendix A for how we handle Special Category Data.

## 2. When we collect this information

We collect this information from you when the following occurs:

- Patients are referred for hospice care;
- Money is donated to Les Bourgs Hospice; this money is used solely by Les Bourgs Hospice to maintain and improve the facilities on offer
- Registration for events through 3<sup>rd</sup> party supporters who run events on our behalf;
- Registration as a volunteer for Les Bourgs Hospice or the Friends of Les Bourgs Hospice and an application form is completed
- Application and successful appointment as a staff member for Les Bourgs Hospice or Les Bourgs Hospice Enterprises
- Members sign up for Les Bourgs Hospice Lottery Club
- When you access our website - we collect information through the use of Cookies and similar technologies, to enable us to remember you when you visit our websites and to improve your online experience.

Cookies help us understand how you use our websites, view our products and respond to our advertising, so we can tailor direct marketing and enhance our overall product and service offering to you. When you visit one of our websites, we may record your device information including IP address, hardware and software used, general location, and when and how you interact with our websites. This information is retained and used to note your interest in our fundraising events and to improve customer experience.

By agreeing to receive email marketing communications from Les Bourgs Hospice you are consenting to the use of cookies.

## 3. Why we use the information about you

To process your information, we rely on the following lawful basis:

**Legitimate interests:** We may use your information for our legitimate interests, such as to provide you with the most suitable website experience, emails or newsletters, or to improve and promote

our fundraising events, along with administrative, fraud prevention and detection and legal purposes. These include:

- To understand our patients' requirements for the best possible care
- To develop our services, systems and relationships with you
- The prevention and detection of fraud and financial crime

#### **4. How will we use the information about you?**

We may use your information to:

- Verify your identity
- Investigate or respond to legal disputes, regulatory investigations or for compliance purposes as required
- Help us improve our services and our patient experience
- Contact you by post if we need to tell you there is an error or change in your policy
- Communicate with you for relevant operational reasons
- Ensure we comply with legal and regulatory requirements.

All personal details are transferred onto the Les Bourgs Hospice Fundraising Donorflex database. This information is not shared with any third parties without your consent. You will be asked to opt in to a mailing list however should you receive mailings from us that you would rather not receive, please notify us by email at [info@lesbourgs.com](mailto:info@lesbourgs.com) and we will remove you from any mailing lists as soon as possible. You also have the right to withdraw consent at any time.

#### **Telephone calls**

- We will contact NOK and health care professionals relevant to the patient in our care with their consent
- We do not ever contact by telephone for marketing purposes and will not use your telephone number for this purpose
- Telephone numbers may be used in the absence of email contact if we need to make contact regarding an operation matter or if we need to contact you regarding an event you have registered for
- Telephone calls are not recorded

#### **5. How do we share your information and who do we share it with?**

##### **Third parties**

We will only share your information in certain circumstances:

- With co-organisers for fund raising events. This data (name and contact details only) is shared in relation to the specific event and the co-organiser is instructed to delete the data after the event and confirm deletion
- Special Category Data - for the protection and safeguarding of our patients and with other relevant healthcare professionals to optimise high level care. Through MDT meetings with GPs and other clinicians involved in the care of the patient
- With Undertakers

##### **Exceptions**

We would like to bring your attention to our obligations to disclose information in the following three exceptional cases permitted by law where we are legally compelled to do so;

- where there is a duty to the public to disclose;

- where disclosure is required to protect our interest; and
- where disclosure is made at your request or with your consent.

### Links on our site

Other companies or service providers whose websites are accessible via links on this site are provided solely as a convenience to you and Les Bourgs Hospice is not responsible for their content or data protection provisions. If you use these links, you leave Les Bourgs Hospice's website.

## 6. Marketing

We would like to send you information about fundraising events of ours which may be of interest to you. We will collect your information for marketing purposes if you consent to this when you provide a donation or register for one of our fundraising events or initiatives.

## 7. How we protect your information

We work hard to keep your data safe. We use an appropriate combination of technical and organisational measures to ensure, as far as reasonably possible, the confidentiality, integrity and availability of your information at all times. If you have any security-related concerns, please contact us using the details provided at the end of this Notice.

### Keeping safe online

We advise our customers to always close down the browser they have used after accessing our site, or any other, to ensure other users cannot obtain access to their data. This is best practice when using both home and 'public' computers.

Any Special Category Data used for internal audit purposes is anonymised.

We capture your personal information, such as names and addresses, over a secure link using recognised industry standard Secure Sockets Layer (SSL) technology which encrypts the data whilst passing it over the web. This will be indicated on most browsers by a lock in the status bar at the bottom of the screen. Firewalls are used to block unauthorised traffic to the servers and the actual servers are locked in a secure location which can only be accessed by authorised personnel.

Our website and payment system are managed by external persons with their own Privacy Notices, these can be seen by visiting their websites : <https://citypay.com/company/privacy-policy.html> for the payment systems and <https://www.webreality.co.uk/privacy-policy/> for the website.

## 8. Transferring your information outside of the European Economic Area (EEA)

Your data is not transferred to countries outside of the European Economic Area (EEA).

## 9. Detecting and preventing fraudulent or criminal activity

We value the confidentiality of your personal information. However, there are some instances where we need to share your information with third parties to assist us in detecting and preventing criminal or fraudulent activities. If you require any more information about this, you can talk to us in person at any branch, or by contacting us using the details provided at the end of this Notice.

### Fraud prevention agencies

If false or inaccurate information is provided and fraud is identified or suspected, details may be passed to fraud prevention agencies. Law enforcement agencies may access and use this information.

We and other organisations may also access and use this information to prevent fraud and money laundering, for example when:

- Checking details on donations and fund-raising events
- Checking details of job applicants and employees.

Please contact the Data Protection Representative at the address below if you want to receive details of the relevant fraud prevention agencies.

We and other organisations may access and use from other countries the information recorded by fraud prevention agencies.

## 10. Your rights to information and correction

You have a number of rights with regards to the personal information that we hold about you which you will have provided as part of taking up a quote or policy with us. The rights are as follows:

<b>Right to information for personal data collected from data subject</b>	You have a right to be given various information about the data we hold about you along with a statement as to whether the provision of your personal data is a statutory or contractual requirement, or a requirement necessary to be met in order to enter into a contract, and whether you are obliged to provide the personal data, and the possible consequences of failure to provide that personal data.
<b>Right to information for indirectly collected personal data</b>	Where personal data processed in the context of a controller has not been collected from you by Les Bourgs Hospice or a processor acting on our behalf, you have a right to request the information.
<b>Right to Data Portability</b>	You may also ask us to move, or 'port', your personal information to another organisation electronically. We will only port personal information that you have provided to us, that we have processed based on your consent or performance of a contract, or that has been processed automatically. We will port your personal information without charge and within one month, where technically feasible.
<b>Right of Access</b>	You have the right to request a copy of the information that we hold about you.
<b>Exception to right of portability or access involving disclosure of another individual's personal data.</b>	Where Les Bourgs Hospice is unable to comply with a request made by you without disclosing information relating to another individual who is identified or identifiable from that information, we have the right to refuse provision or transmission.
<b>Rights to Object</b>	You have the right to require us to cease processing of your data for direct marketing purposes, on grounds of public interest or for historical or scientific purposes.
<b>Right to Rectification</b>	We want to make sure that your personal information is accurate and up to date. You may ask us to correct, update or remove information you think is inaccurate or incomplete, and we ask that you inform us promptly of any changes to your circumstances.
<b>Right to Erasure</b>	You may also ask us to erase your personal information from our systems, in certain circumstances. There are some specific circumstances where the right to erasure does not apply and we are permitted to hold your data. We will explain the reason for this at the time if this should occur.

<b>Right to Restriction of Processing</b>	You have a right to request that we restrict the processing of your personal data in certain circumstances. We will inform our third parties to whom we have disclosed your personal data that they must also restrict processing. We will inform you when the restriction on processing your personal data ends.
<b>Right to be notified of rectification, erasure and restrictions</b>	Where we have disclosed your personal data to another person, you have the right to be notified unless such notification is impracticable or involves disproportionate effort.
<b>Right not to be subject to decisions based on automated processing</b>	You have a right not to be subjected to an automatic decision and we would only allow automated processing with your consent or if it is necessary to protect your vital interests.

If you would like to exercise any of these rights then please write to us or email us using the details provided at the end of this Notice, outlining your specific request.

We will provide you with this information without delay or charge and at the latest within one calendar month of receipt and verification of your identity. If the request is deemed complex, we may extend the response time. We will inform you if this is the case and provide an explanation.

## 11. Retaining your data

Les Bourgs Hospice, and the information we collect about you, are subject to various regulatory and legislative personal information. In addition, we will not keep your information for longer than is necessary and destruction of records will be in accordance with our record keeping policy. Where it is not possible for us to delete your data, we will ensure the appropriate security and organisational measures are put in place to protect the use of your information.

## 12. Complaints

We understand that the information you entrust to us is important to you, and we are committed to protecting and respecting your privacy and confidentiality. However, if you have a complaint, you can talk to us on 01481 251111, or by contacting us using the details provided at the end of this Notice. You also have the right to lodge a complaint with the Office of the Data Protection Commissioner at [www.dataci.gg](http://www.dataci.gg).

Should you take the decision to make a complaint about the service we have provided, we may be obliged to forward details about your complaint, including your personal information, to the relevant ombudsman in existence at the time. You can be assured that they are similarly obliged to adhere to the Data Protection (Bailiwick of Guernsey) Law, 2017 and keep your information strictly confidential.

## 13. Changes to our Privacy Notice

We will place any relevant updates to our Privacy Notice on our website and in relevant communications. Should we plan to use personal data for a new purpose, we will update our Privacy Notice and communicate the changes to individuals prior to commencement of any new processing.

## 14. Best Practice

We undertake an information audit to record what personal data we hold, how it is stored and what it is used for. We also carry out testing to evaluate how effective our privacy information is.

## **15. Who to contact in relation to processing of personal information at Les Bourgs Hospice**

Please contact us if you would like to discuss anything in relation to this policy or how we handle your personal information. You can reach the Data Protection Representative for Les Bourgs Hospice by:

Email at [Jo.Boyd@lesbourgs.com](mailto:Jo.Boyd@lesbourgs.com)

Tel: 01481 251111

Writing to us at:

Mrs Jo Boyd MBE  
Hospice Director  
Les Bourgs Hospice  
Andrew Mitchell House  
Rue Du Tertre  
St Andrews  
Guernsey  
GY6 8SF

## APPENDIX A

The following documents are provided under this appendix in relation to how Special Category Data is handled:

- Discharge Information
- Referral to MDT Pathway
- Referral Pathway
- Transfer of Hospital Notes



**THE TRANSFER OF  
DISCHARGE LETTERS  
BETWEEN SERVICES**

ON PATIENT DISCHARGE:

- INFORM THE PATIENT THAT YOU WILL BE SENDING A SUMMARY OF THEIR CARE TO THE MDT INVOLVED AND CONFIRM WHO THESE ARE WITH PATIENT AND THEIR FAMILY.
- COMPLETE PATIENT DISCHARGE LETTER LOCATED IN THE NURSES DRIVE ON THE COMPUTER WHICH IS ONLY ACCESSIBLE TO CLINICAL STAFF.

FAX  
(WHEN NO OTHER  
OPTION)

EMAIL

COMPLETE FAX HEADER AND FAX DOCUMENT TO APPROPRIATE PERSON(S) AND STAPLE FAX RECEIPT TO DOCUMENT. COMPLETE INCIDENT REPORT DETAILING WHY FAX WAS THE ONLY OPTION FOR SENDING DISCHARGE LETTER.

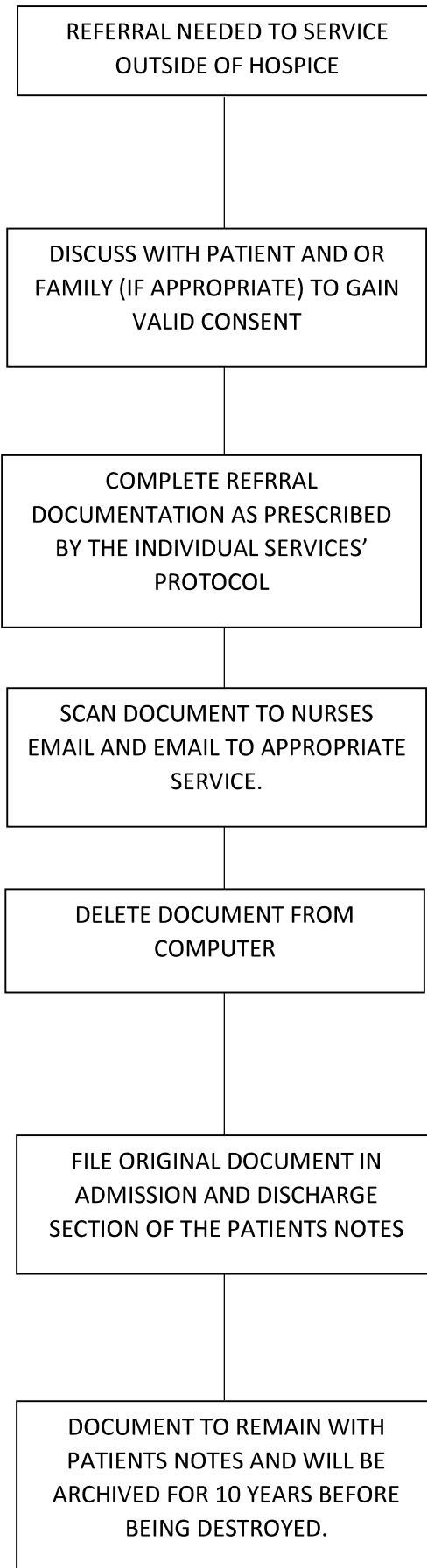
ALL EMAILS ARE ENCRYPTED.  
EMAIL DOCUMENT TO APPROPRIATE PERSON(S)

FILE COPY OF DOCUMENT IN THE ADMISSION AND DISCHARGE SECTION OF THE PATIENTS NOTES.

DELETE COPY ON COMPUTER AFTER 3 MONTHS

PATIENT NOTES TO BE ARCHIVED FOR 10 YEARS.

## REFERRAL TO MDT



**HOSPICE REFERRAL RECEIVED**

RECEIVED AS A PAPER COPY

RECEIVED AS AN EMAIL

PRINT OFF FROM EMAIL AND  
DELETE FROM COMPUTER

COMPLETE THE BACK OF THE  
REFERRAL AND INFORM THE ON  
CALL

FILE IN REFERRAL FOLDER KEPT IN  
NURSES OFFICE

WARD MANAGER/SISTER TO INPUT  
DETAILS OF REFERRAL INTO  
ADMISSIONS AND DISCHARGE  
PROGRAMME. THIS IS ANONYMISED

PATIENT ADMITTED

REFERRAL FOR PATIENT WHO MAY  
BE ADMITTED AT A FUTURE DATE

PATIENT NOT ADMITTED

DOCUMENT ADMISSION DATE ON  
REFERRAL FORM AND FILE IN  
PATIENT NOTES

DOCUMENT REASON FOR NOT  
ADMITTING AND KEEP IN  
REFERRAL FOLDER

HOSPICE DIRECTOR / WARD  
MANAGER TO UPDATE REFERRAL  
WEEKLY UNTIL PATIENT EITHER  
ADMITTED OR NO LONGER REQUIRES  
ADMISSION.

PATIENT NOTES TO BE ARCHIVED FOR  
10 YEARS.

AFTER 6 MONTHS REFERRAL TO BE  
DESTROYED (SHREDDED) ONCE ALL  
DETAILS INPUTED INTO PROGRAMME.

