Your information is never collected for direct marketing purposes, and is not sold on to any other third parties. Your information is not processed overseas.

**Sharing your information**

Sometimes your care may be provided by members of a care team, which might include people from other organisations such as health; social care; education; or other care organisations.

We ask for your consent to share your information with other organisations in order that we can provide effective care to you. If you do not want us to do this, you have the right to ask us not to and we will discuss with you the implications this may have for your care.

We will not routinely disclose any information about you without your express permission. However, there are circumstances where we must or can share information about you owing to a legal/statutory obligation.

If you want further information about the handling of care records and patient information, please contact Trinity’s Caldicott Guardian and Medical Director, Dr Sam Lund:

020 7787 1000
slund@royaltrinityhospice.london.

Trinity’s full Privacy Notice is available at:
www.royaltrinityhospice.london/privacy

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**How to contact Trinity**

**Royal Trinity Hospice**
30 Clapham Common North Side
London SW4 0RN

Call: 020 7787 1000
Email: enquiries@royaltrinityhospice.london

@trinityhospice
RoyalTrinityHospice
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Charity no. 1013945
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Privacy Notice: Care Records

We aim to provide you with the highest quality care. To do this, we must keep records about you and the care we provide for you.

Royal Trinity Hospice collects, stores and processes personal information about prospective, current and former patients who have been referred to the hospice for any care service provided by the hospice. We also collect, store and process personal information about prospective, current and former family members, carers or friends of patients, where these details have been provided to us for the purposes of providing care.

What types of personal data do we handle?
The personal data we process in relation to our care is provided to us both by the individual and by a third party healthcare professional who has referred the individual to us for care.

- Personal demographics (including gender, race, ethnicity, sexual orientation, religion)
- Contact details such as names, addresses, telephone numbers and emergency contact(s)
- Medical information including physical health or mental condition, medications, previous treatments and records of care given by other health and social care organisations.

Health records are held on paper and electronically and we have a legal duty to keep these confidential, accurate and secure at all times in line with Data Protection Laws.

What is the purpose of processing this data?
The legal basis for the processing of data for these purposes is that Royal Trinity Hospice has a duty to care for its patients and is contracted to provide healthcare by the NHS. Processing this data is necessary for the provision of health and social care and the treatment of patients, and for the management of health or social care systems and services.

Information collected about you to deliver your health care is also used to assist with:

- Making sure your care is coordinated and of a high standard.
- Assessing your condition against a set of risk criteria to ensure you are receiving the best possible care.
- Using statistical information to plan services to meet the needs of the population.

We aim to maintain high standards, adopt best practice for our record keeping and regularly check and report on how we are doing.