

## HOW LONG DO WE KEEP YOUR PERSONAL DATA FOR?

We only keep your information for as long as is necessary for the purpose for which it was collected (i.e. for medical purposes). This is known as the retention period. The Government of Jersey has elected to follow the NHS England Records Management Code of Practice regarding the retention of medical records and in line with this:

- ◆ We have an internal Record Retention Schedule which sets out for how long each type of medical record should be held
- ◆ At the end of the retention period your information will be securely deleted

## HOW YOU CAN STAY IN CONTROL OF YOUR INFORMATION

You have certain legal rights regarding what we do with your information, including the right to withdraw any consent you may have given us and the right to complain to the Jersey Office of the Information Commissioner, which can be done at [www.jerseyoic.org](http://www.jerseyoic.org).

Further details of your rights can be found in our data processing notice on our website at [jerseyhospicecare.com/privacy-policy](http://jerseyhospicecare.com/privacy-policy).



**Jersey Hospice Care**

Jersey Hospice Care | Mont Cochon  
St Helier | Jersey | JE2 3JB

**01534 876555**

# Your health records and confidentiality

Why the information we hold on you is important and how we keep it safe for you



**Jersey Hospice Care**

[www.jerseyhospicecare.com](http://www.jerseyhospicecare.com)  
f @jerseyhospicecare t @jerseyhospice

## KEEPING YOUR HEALTH RECORDS PROTECTED

Jersey Hospice Care takes its obligations under the Data Protection (Jersey) Law 2018 seriously, having robust policies and procedures in place to ensure that your personal data (information) is protected and kept confidential. This leaflet sets out why we collect your information, who we share it with, how we keep it safe, how long we hold it for, and how you keep control of it.

## WHY WE COLLECT YOUR INFORMATION

We collect information from you for medical purposes, including the provision of care and treatment:

- ◆ We limit this to only information which is relevant
- ◆ We take reasonable steps to ensure your information is kept up to date and accurate

Your information forms part of your medical records and is held electronically or in paper form.

Sometimes we anonymise data:

- ◆ To train and educate our team and other healthcare professionals
- ◆ To manage and plan future care services
- ◆ To support palliative care research



## WHAT SORT OF INFORMATION DO WE HOLD?

We record information about you and the care you have received. For example:

- ◆ Your name, address, date of birth, next of kin
- ◆ Notes and reports about your diagnosis, health, treatment, and care
- ◆ Results of medical investigations such as x-rays and laboratory tests
- ◆ Home or hospital visits, outpatients appointments, admissions to Hospice
- ◆ Relevant information from those who care for you and know you well, such as family, carers, and other health professionals

## WHO DO WE SHARE YOUR INFORMATION WITH?

We may share your information with others directly involved with your care and treatment, such as:

- ◆ Health and Community Services, other health professionals
- ◆ Relatives, partners, or friends who help to look after you
- ◆ Voluntary sector care providers
- ◆ Regulators

Your information may be shared electronically or verbally at meetings with those involved in your care. If your consent is required, we will ask you to provide this explicitly in writing. You can change your mind at any time and we will update your records.



If you are likely to become too unwell to make decisions for yourself, a Lasting Power of Attorney can be arranged. If this is not in place and you become unable to give consent, we will make a 'best interests decision' and share information for care and treatment purposes.

## HOW DO WE KEEP YOUR INFORMATION SECURE?

Your electronic records are stored on a secure, encrypted system (EMIS Health), keeping your information secure and confidential, by restricting access to only those individuals who are authorised and have a legitimate reason to access your information. We also:

- ◆ Use appropriate technical and organisational measures (such as those specified by Cyber Essentials) to protect your information against unauthorised or unlawful use and against accidental loss, destruction, or damage
- ◆ Have appointed a professional IT company to ensure our systems are protected, secure, and appropriately backed up
- ◆ Have appointed a Data Protection Officer to monitor our compliance with the Data Protection (Jersey) Law 2018, and to advise, train, and educate staff and volunteers on our Data Protection and Cyber Security obligations

