



HOW WE USE AND PROTECT YOUR PERSONAL INFORMATION

DURING THE
CORONAVIRUS PANDEMIC

YOUR DATA DURING THE COVID-19 PANDEMIC

During this period of emergency we may offer you a consultation via telephone or videoconferencing. By accepting the invitation and entering the consultation you are consenting to this. Your personal/confidential patient information will be safeguarded in the same way it would with any other consultation.

In such circumstances where you tell us you're experiencing Covid-19 symptoms we may need to collect specific health data about you. Where we need to do so, we will not collect more information than we require and we will ensure that any information collected is treated with the appropriate safeguards.

We will also be required to share personal/confidential patient information with health and care organisations and other bodies engaged in disease surveillance for the purposes of protecting public health, providing healthcare services to the public and monitoring and managing the outbreak. Further information about how health and care data is being used and shared by other NHS and social care organisations in a variety of ways to support the Covid-19 response is available here:

www.nhs.uk/key-information-and-tools/information-governance-guidance/howdata-is-supporting-covid19

YOUR INFORMATION

You may share your personal information with us for the following reasons:

as a patient under our care
as a family member of a patient under our care
as a supporter who makes a donation, volunteers, registers to fundraise, signs up for an event, or registers for Gift Aid
as a member of staff or volunteer.

Your information will only be used and managed by the team that you have given it to, unless there is a legitimate reason for us to share it or you have given your consent to share it with other teams internal or external to **ellenor**, e.g. sharing health records to other health providers in order to ensure you receive the best care that meets your needs.

Other professionals who receive information from us are also under a legal duty to keep it confidential.

Everybody working for **ellenor** has a legal duty to keep information about you confidential in line with the Data Protection Act (2018) and the 2018 General Data Protection Regulation (GDPR). Where services are undertaken by non-**ellenor** staff, agreements are in place to ensure confidentiality.

HOW WE MAINTAIN YOUR INFORMATION

Your personal information is held for specified periods of time set out by the NHS Records Management Code of Practice (2016).

We hold and process your information in accordance with the Data Protection Act (2018) and GDPR (2018), In addition to complying with national and professional standards we have a duty to:

- maintain accurate records
- keep the minimum necessary information required for its purpose
- keep records confidential and secure
- ensure all **ellenor** staff and volunteers understand their responsibilities
- share information on a strictly needs to know basis.

WHO WE SHARE YOUR INFORMATION WITH AND WHY

For patients, we may need to share your personal information with NHS organisations such as your GP, ambulance service or hospital in order to support your healthcare need.

We may also need to share information from your health records with other non NHS organisations such as Social Services or private care homes. We will however not disclose any health information to third parties without your explicit consent unless there are circumstances such as risk to the health and safety of you or others where current legal legislation permits. You have a right to change this consent at any time.

Some patients and families choose to tell us about their experiences with **ellenor**.

This may include them sharing sensitive information related to their health and family life, in addition to their biographical and contact information. If we have the explicit and informed consent of the individuals, or their parent or guardian if required, this information may be made public by us at our events, in materials promoting our campaigning and fundraising work, or in documents such as our annual report and impact report.

For supporters, we will usually collect your personal details and where appropriate, information relating to your health (for example if you are taking part in a high risk event).

By collecting your information we are able to provide you with information on our latest news, the services we provide, fundraising campaigns, events and the **ellenor** lottery and raffle. This also ensures that we know how you prefer to be contacted. We do not sell or share personal details to third parties for the purposes of marketing.

For staff and volunteers, if you apply for a vacancy or volunteering opportunity we will ask for information about yourself in order to process your application and for preparing statistics. We do not share your information with any third parties with the exception of reference requests, and for occupational health referrals.

ACCESS TO THE INFORMATION ABOUT YOU

You have the right of access to the information about you held by **ellenor** in accordance with the Data Protection Act 2018. Requests to access your information should be made in writing as follows:

- **Patients, family members of patients or executors:** Request made to the Information Governance Lead
- **Supporters:** Request made to the Supporter Care Manager
- **Staff or volunteers:** Request to the HR Manager

You will be asked to verify your identity and this may require you to complete a form – we can assist you with this if needed.

As part of compliance, **ellenor** have an Information Governance Team in place. The information Governance Team includes the following:

Senior Information Risk Owner (SIRO)

The SIRO role takes ownership of **ellenor's** information risk, ensures that information governance is upheld and related policies are followed.

Caldicott Guardian

The Caldicott Guardian role is to protect the confidentiality of people's health and care information, making sure the information is used properly.

Information Governance Lead

The Information Governance Lead role is to coordinate, publicise and monitor the standards of information handling throughout the organisation.

- If you would like more information regarding the contents of this leaflet or your information please contact the Information Governance Team via:

Telephone: 01474 320007

Email: informationgovernance@ellenor.org

In writing to:

ellenor, Coldharbour Road, Gravesend, Kent, DA11 7HQ.

- If you would like more general information regarding the Data Protection Act, GDPR, or if you have a complaint about the way your data has been handled you can contact the **Information Commissioner's Office** via:

Telephone: 0303 123 1113

Website: www.ico.gov.uk

In writing to Information Commissioner's Office,
Wycliffe House, Water Lane, Wilmslow,
Cheshire, SK9 5AF.

- There are also other routes you can take if you feel we have not adequately resolved your complaint. These include:

The Charity Commission

The Charity Commission, P.O. Box 1227,

Liverpool, L69 3UG

www.charity-commission.gov.uk / T: 0845 600 8000

The Fundraising Regulator

2nd floor, CAN Mezzanine Building, 49–51 East Road,
London, N1 6AH

enquiries@fundraisingregulator.org.uk /

T: 0300 999 3407

Care Quality Commission (CQC)

CQC National Customer Service Centre, Citygate,
Gallowgate,

Newcastle upon Tyne, NE1 4PA

www.cqc.org.uk/contact-us / T: 03000 616161

Part of providing the best care and support for families, means being there for as long as a family needs us.

You can help us to be there, when we're needed.

Please speak to a member of staff or visit our website for ways you can help.

Thank you



[ellenorcharity](http://ellenorcharity.org)

www.ellenor.org