

## Confidentiality and Use of Information

To provide you with the correct care and treatment, Isabel Hospice will collect and hold information about you.

Your information is collected, stored and protected in accordance with the Data Protection Act 1988 and EU General Data Protection Regulation.

### Storing Information

We store your information on a secure electronic clinical computer system. We record demographic information about you, for example:

- Your name, address and date of birth
- Your contact details

If we are providing you with care and treatment, we will also store information about your health including:

- Your symptoms, diagnosis and any allergies or sensitivities.

### Sharing Information

If we are providing you with direct patient care, we may ask for your consent to share your health information with other healthcare professionals, so that we can ensure a coordinated care response.

**We will only share your health information in line with your consent and you can change your mind at any time.**

For more information, please see our My Care Record leaflet.

Alternatively, please access our privacy notice on our website or [www.mycarerecord.org.uk](http://www.mycarerecord.org.uk)

### Access to your information

Please contact the Isabel Hospice Data Protection Lead if you have any questions about the information we hold about you by email to [informationsecurity@isabelhospice.org.uk](mailto:informationsecurity@isabelhospice.org.uk) or in writing to Isabel Hospice, 61 Bridge Road East, Welwyn Garden City, Hertfordshire, AL7 1JR



### Isabel Hospice

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**[www.isabelhospice.org.uk](http://www.isabelhospice.org.uk)**

Registered Charity number 1046826

**Isabel** Hospice  
Together we care