# Privacy Policy

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**We care about your Privacy**

**HANNAH’S SANCTUARY FAIR PROCESSING & PRIVACY NOTICE**

**Your Information, Your Rights**

Being transparent and providing accessible information to you about how we will use your personal information is a key element of the Data Protection Act 2018 and the EU General Data Protection Regulations (GDPR).

The following notice reminds you of your rights in respect of the above legislation and how Hannah’s Sanctuary will use your information for lawful purposes in order to deliver our services.

This notice reflects how we use information for:

* The management of records;
* Communication with you;
* Ensuring the quality of our services through auditing and retrospective review;
* Management and planning of our services and correspondence with our clients today and in the future.

**What information do we collect and use?**

All personal data must be processed fairly and lawfully, whether is it received directly from you or from a third party.

We will collect the following types of information from you or about you from a third party (Key Partner/Provider organisation) engaged in supporting the service we provide:

* ‘Personal data’ meaning any information relating to an identifiable person who can be directly or indirectly identified from the data. This includes, but is not limited to name, date of birth, full postcode, address, and next of kin;

**And**

* ‘Special category / sensitive data’ such as limited medical history, client record including details of appointments and contact with you, medication, emergency appointments and admissions, supportive care arrangements, race, ethnic origin, genetics and sexual orientation.

We use a combination of technologies and working practices to ensure that we keep your information secure and confidential.

**How is the information stored?**

Your information is stored on our Customer Record Database. Only trained members of our team will be given access to your information.

**Who will we share your information with?**

In order to deliver and coordinate the service we provide, we may share information with the following organisations:

* Local hospitals, Chemists or other Medical Professionals
* Local Social Services and Community Care services
* Support Organisations commissioned to provide services

Your information will only be shared if it is appropriate for the service that is being delivered or if required to satisfy a statutory function and legal obligation.

Whilst we might share your information with the above organisations, we may also receive information from them to ensure that your records are kept up to date and so that Hannah’s Sanctuary can provide the appropriate service.

**How do we maintain the confidentiality of your records?**

We are committed to protecting your privacy and will only use information that has been collected lawfully. Every member of our team has an obligation to keep information about you confidential. We maintain our duty of confidentiality by conducting annual training and awareness, ensuring access to personal data is limited to the appropriate team members and information is only shared with organisations and individuals that have a legitimate and legal basis for access.

Information is not held for longer than is necessary.

**Consent and Objections**

**Do I need to give my consent?**

The GDPR sets a high standard for consent. Consent means offering people genuine choice and control over how their data is used. When consent is used properly, it helps build trust. However consent is only one potential lawful basis for processing information. Therefore Hannah’s Sanctuary may not need to seek your explicit consent for every instance of processing and sharing your information, on the condition that the processing is carried out in accordance with this notice. Hannah’s Sanctuary will contact you if they are required to share your information for any other purpose which is not mentioned within this notice. Your consent will be documented within your electronic client record.

**What will happen if I withhold my consent or raise an objection?**

You have the right to write to withdraw your consent at any time for any particular instance of processing, provided consent is the legal basis for the processing. Please contact Hannah’s Sanctuary for further information and to raise your objection at hello@hannahssanctuary.com.

**Your Right of Access to Your Records**

The Data Protection Act and General Data Protection Regulations allows you to find out what information is held about you. This is known as the “right of subject access”. If you would like to have access to all or part of this information, you can make a request in writing to the us.

If you would like access to your information please submit your request in writing to: hello@hannahssanctuary.com

**Complaints**

In the event that you feel Hannah’s Sanctuary has not complied with the current data protection legislation, either in responding to your request or in our general processing of your personal information, you should raise your concerns in the first instance **in writing** to the Chief Operating Officer at: hello@hannahssanctuary.com

**Data Protection Officer**

If you would like to know more about your rights in respect of the personal data we hold about you, please contact the Data Protection Officer at [hello@hannahssanctuary.com](mailto:hello@hannahssanctuary.com)