



Welcome to the Family Nursing & Home Care (FNHC) Privacy Policy

Adult and Children Services

When you use Family Nursing & Home Care services, you trust us with your information. This Privacy Notice is meant to help you understand what data we collect, why we collect it and what we do with it. This is important; we hope you will take time to read it carefully.

Last modified: December 2018

Family Nursing & Home Care aims to provide you with the highest quality of health and social care. To do this, we must keep records about you, your health and the care we provide or plan to provide.

FN&HC has undergone a transformation in the way that patient information is held, managed and accessed with the introduction of Electronic Patient Record systems i.e. EMIS and Care Planner. This will give the staff that are treating you faster access to reliable information about you, whenever, wherever.

Family Nursing & Home Care and the team of professionals caring for you, keep records about your health and any treatment and care you receive from us.

These records help to ensure that you receive the best possible care. Information is stored on paper or held on computer.

These records may include:

- Basic details about you, such as name, address, date of birth, next of kin
- Contact we have had with you such as clinic, school and home visits
- Notes and reports about your health and any care or treatment that you need
- Details and records about the treatment and care that you receive i.e. assessments and photographs
- Results of laboratory tests etc
- Relevant information from other health professionals, relatives or those people who care for you and know you well
- Some of this information will be held centrally by FN&HC or left in your homes to be available to care providers who visit you at home.

As you use our services, we want you to be clear how we're using your information and the ways in which you can protect your privacy.

Our Privacy Policy explains:

- What information we collect and why we collect it.

- How we use that information.
- The choices we offer, including how to access and update information.

We've tried to keep it as simple as possible, but if you're not familiar with terms, such as cookies or IP addresses, then please read our [Key Terms document](#) first.

Your privacy matters to Family Nursing & Home Care, so whether you are new to FNHC or a long-time user, please do take the time to get to know our practices – and if you have any questions, contact us at dpo@fnhc.org.je.

Information that we collect

We collect information to provide the services that you have signed up to and also to make you aware of additional services provided by Family Nursing & Home Care that you may be interested in.

Your information is used to ensure that:

- Staff caring for you have accurate, up to date information to help them decide the best possible care and treatment for you
- There is a good information base for care professionals, to assess and help improve the type and quality of the care you receive
- Full information is available should you need another form of care, for example being referred to a specialist or other agency
- Services meet the needs of local communities
- Your concerns can be properly investigated should a problem arise or a complaint be raised

Information you give us.

In order to provide services such as Adult Nursing Services or Child and Family Services we ask for personal information as stated above, and in some cases special category information.

When you subscribe to each different service we will make it clear what personal information you need to provide. If you are unwilling to supply the personal information required for us carry out the service you have selected then we may be unable to process your request.

Before you tell us the personal information of another person you must obtain that person's consent to both the sharing and the use of that personal information under the terms of this notice.

Information we get from your use of our online services.

We collect information about the services you use, such as when you visit our website. This information includes:

Log Information

When you use our online services or view content provided by Family Nursing & Home Care, we automatically collect and store certain information in server logs. This includes:

- Details of how you used our service, such as your search queries.
- Internet protocol address.
- Cookies that may uniquely identify your browser.

Location information

When you use Family Nursing & Home Care services, we may collect and process information about your actual location. We use technologies to determine location, including IP address.

Cookies and similar technologies

We use various technologies to collect and store information when you visit the Family Nursing & Home Care website and associated sites, and this may include using cookies or similar technologies to identify your browser or device.

We also use these technologies to collect and store information when you interact with services we offer. We use Google Analytics to analyse the use of our website.

Information we collect when you are signed in to a Family Nursing & Home Care service, in addition to information we obtain about you, may be associated with your Family Nursing & Home Care record. When information is associated with your record, we treat it as personal information.

For more information about how you can access, manage or delete information that is associated with your Family Nursing & Home Care record, visit the transparency and choice section of this policy.

How we use the information that we collect

Family Nursing & Home Care may use your personal information for a variety of purposes, depending upon the service you have requested or are using.

We may also convert personal information into de-personalised (“pseudonymous”) data or anonymous data and use it (normally on an aggregated statistical basis) for research and analysis to improve our services, processes and performance.

In carrying out the above, Family Nursing & Home Care processes your personal data in a variety of ways, each of which may have a different legal basis. We may process your personal data because:

- You have given your consent (e.g. for the provision of marketing correspondence)
- It is necessary for the performance of caring for you
- We are under a legal obligation to do so (e.g. for equality monitoring or health & safety purposes)

Information that we share

If you are registered with a GP your information can be, with your consent, shared between FNHC and your GP using EMIS. This will enable us to monitor your care and progress more effectively

To make sure you receive all the care and treatment you need we might share relevant information about you with other agencies. These may include

- General Practitioners (GPs)
- Health & Social Services
- Other Hospitals and Specialists
- Care Related Charities i.e. Hospice
- Ambulance Services
- Social Security Department

We may also share your relevant information, subject to strict agreement about how it will be used, with:

- Education, Sport and Culture
- Parish Authorities
- Public Health Regulatory Bodies
- Private Sector Providers e.g. Care Homes
- States of Jersey Police

Your information may also be used to help us in:

- Protecting the health of the general public
- Reviewing the care we provide to ensure it is of the highest standard
- Teaching and training health care professionals
- Conducting audits
- Investigating complaints, legal claims or untoward incidents
- Making sure our services can meet patient needs in the future
- Preparing statistics on organisational performance

For external processing

We provide personal information to our affiliates or other trusted businesses or persons to process it for us, based on our instructions and in compliance with our Privacy Policy and any other appropriate confidentiality and security measures.

Family Nursing & Home Care makes use of expert third party service providers to help it to provide relevant services, such as expert IT providers helping Family Nursing & Home Care with our IT systems, or professional auditors. Please note that certain individuals who will see your personal information may not be based within Family Nursing & Home Care.

Where thought necessary by Family Nursing & Home Care, in limited cases, your personal information may also be shared with other people and organisations outside Family Nursing

& Home Care to the extent permitted or required by law (for example, to meet legal obligations on the organisation, or to provide reasonable voluntary cooperation with a relevant police investigation).

Card payments made online are processed by our payment processors in compliance with the payment card industry data security standard (PCI-DSS) published by the PCI Security Standards Council. Cards details are not stored by ourselves.

Card payments taken over the phone are processed using an approved credit card terminal provided by our payment processor in compliance with the payment card industry data security standard (PCI-DSS) published by the PCI Security Standards Council. We will never store card details collected in this way and redact/shred any written card numbers after collection.

Transparency and Choice

People have different privacy concerns. Our goal is to be clear about what information we collect, so that you can make meaningful choices about how it is used.

We may wish to provide you with information about new services, including products, fundraising events, courses or new services from Family Nursing & Home Care which may be of interest to you, and we may invite you to take part in market research. We may contact you by email (or in some cases by mail) to tell you this information, but we will obtain your consent before contacting you with “direct marketing” in this way.

We will ensure that any direct marketing communications you receive from Family Nursing & Home Care provide a simple way for you to decline or change your mind about further marketing. For example, in emails Family Nursing & Home Care may provide you with an ‘unsubscribe’ link, or an email address to which you can send an opt-out request. Family Nursing & Home Care will take steps to stop any direct marketing to which you object, or in respect of which you withdraw your consent, within a reasonable period of time sufficient to allow for the change to be administered after being told of your objection or withdrawal of consent.

If you tell us that you no longer wish to receive Family Nursing & Home Care’s direct marketing communications we will take steps to respect your modified direct marketing preferences and will keep a record of your request so as to avoid contacting you again in the future with direct marketing content.

You may also set your browser to block all cookies, including cookies associated with our services or to indicate when a cookie is being set by us.

If you would like to access, manage or delete information that is associated with your Family Nursing & Home Care record please contact us at dpo@fnhc.org.je

Your Rights

You are entitled to:

- be informed about the ways in which we store and use your personal information.
- request copies of, and/or access to your personal information through a subject access request sent to dpo@fnhc.org.je.
- request that your personal information be corrected where inaccurate or incomplete.
- request that your personal data be deleted (or that we stop using your personal data) where it is no longer necessary.
- request a copy of your personal information in a machine readable format to send to another data controller.
- request a manual intervention in any automated decision making process
- request that we stop sending you direct marketing communications

In some cases, these rights are subject to certain conditions and limitations. If you would like more details about these rights, or to exercise any of your rights, please contact us at dpo@fnhc.org.je.

Any request received will be processed within one calendar month of Family Nursing & Home Care accepting your request.

To help us identify the personal information you are referring to, please include any details that will enable us to locate the relevant personal information.

In order to be sure that your personal information is not disclosed to an imposter, we will require you to provide us with proof of identity before any action is taken or personal information is disclosed.

Retention of Information

We will keep your details on record until we have completely dealt with your request, enquiry, or our contract with you, and then for a reasonable period afterwards, in accordance with data protection, other applicable legislation and our retention policy.

In general, we will retain the personal information that you have provided to us for up to ten years since your last contact with us, for the purposes of audit, analysis and patient/customer management, and the defense of legal claims.

Changes to Privacy Notice

We may change this policy from time to time to reflect changes in the law and/or our privacy practices. We will update the date last modified at the top of this document whenever we do that.

We encourage you to check this policy (and any other policies we have provided to you) for changes, for example when you revisit our websites.

Notification

There is an exemption for Charities to notify the Data Protection Commissioner of the purpose for which personal information is processed. Although FNHC is a charity, due to the type of information that we hold, we choose to make a voluntary notification to the Commissioner

The details of this notification are publicly available at <https://oicjersey.org/>

Complaints

You have a right to lodge a complaint with the Office of the Information Commissioner if you feel that your personal information has not been dealt with appropriately by Family Nursing & Home Care:

The Office of the Information Commissioner
One Liberty Place
Liberty Wharf
La Route De La Liberation
St Helier
Jersey
JE2 3NY
Email: enquiries@OICjersey.je

Contact us

Family Nursing & Home Care Le Bas Centre
St Saviours Road
St Helier, Jersey
JE2 4RP
Or telephone: 01534 443600
Email: enquiries@fnhc.org.je
www.fnhc.org.je