

Hallmark Care Homes

National data opt-out policy statement

Version number	4
Date of issue	06/09/2023
Date for review	05/09/2024
Author	Head of Compliance & Data Protection Officer
Ratified by	Care Quality, Governance and Compliance Director & Senior Information Risk Owner

1. Use of your data

Hallmark Care Homes is one of many organisations working in the health and care system to improve care for residents.

Whenever you use a health or care service, important information about you is collected in a patient record for that service. Collecting this information helps to ensure you get the best possible care and treatment.

Organisations can also use the information collected about you for purposes beyond your individual care, for instance to help with:

- research into the development of new treatments
- preventing illness and diseases
- planning services

Hallmark Care Homes does not use confidential information for these purposes. Our privacy notice details how we process your personal data. This can be found online here: <https://www.hallmarkcarehomes.co.uk/policies/>

2. National data opt-out

The national data opt-out allows a resident or patient to choose if they do not want their confidential information to be used for purposes beyond their individual care and treatment i.e., for research and planning. This only applies to Hallmark Care Homes when we provide care that is arranged by local authorities.

At this time, we do not share any data for planning or research purposes for which the national data opt-out would apply. Should this change, this policy statement will be reviewed, and the requirements of the national data opt would be followed. In these circumstances, residents' NHS numbers will be checked with the National Data Opt-outs service. Only the data of residents who have not opted out will be used.

We review all of the confidential patient information we process on an annual basis to see if this is used for research and planning purposes. If it is, then individuals can decide to stop their information being shared for this purpose. You can find out more information at <https://www.nhs.uk/your-nhs-data-matters/>.

3. Contact details for our Data Protection Officer

Our Data Protection Officer is Nick Banister-Dudley who can be contacted via the Central Support office, by phone on 01277 655655 or by email on dpo@hallmarkcarehomes.co.uk.

Information on your data rights can be found in our Individual Rights and Data Access procedure. A copy is available on our website [here](#), or you can request a printed copy from the General Manager of your care home. If you would like to exercise any of these rights, please contact the Data Protection Officer on dpo@hallmarkcarehomes.co.uk who will support you in this.