

Requests to Highland Hospice in relation to collection, use and storage of data about individuals:

Individuals wishing to assert their rights in relation to personal data should submit a request in accordance with the following notes:

- It is preferable to make your request in writing, using the standard template, to the Head of People who has responsibility for ensuring that the Hospice meets its obligations under GDPR and other relevant data protection legislation. This may help speed up the process, however all information requests from Data Subjects made in other formats will also be processed.
- Your request should provide as much detail as possible to advise us what you want us to do for you i.e. access data, rectify data etc. You should also provide as much detail as possible regarding the information you wish to talk to us about (e.g. where and by whom information is believed to be held, specific details of information required.)
- You should let us know if the request relates to data about yourself or others. If it relates to others, then we need to be satisfied that the third party making the request is entitled to act on behalf of the individual, and you should provide evidence of this entitlement.
- The request should include details and provide documented evidence of who you are (e.g. driving licence, passport, birth certificate).
- There is normally no fee payable by the individual. However where the request is manifestly unfounded or excessive the Hospice may charge a “reasonable fee” for the administrative costs of complying with the request.
- Once the Hospice has received a request, all efforts will be made to fully comply within 1 month. If we require more information from you or the request is complex, then we will inform you of progress and timeframes to action the request, but this will not be longer than 3 months in total.
- If information held about you also contains information related to a third party, the Hospice will make every effort to anonymise the information. If this is not possible, and the Hospice has been unable to secure the relevant consent from the third party, the Hospice may be unable to comply with the request.
- **Email:** generalenquiries@highlandhospice.org.uk

Postal Address: Highland Hospice, Ness House, 1 Bishops Road, Inverness, IV3 5SB

Telephone Number: 01463 243132