



We care for babies,
children and young people
in the East Midlands
– wherever they are.

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Clinical Care Privacy Notice

Introduction

When Rainbows Hospice for Babies, Children and Young People (Rainbows) looks after you at our hospice or in the community, we will need to collect useful information about you as the patient and your family or legal guardians (known throughout as “you” or “your”).

What is a privacy notice?

It is important that you know exactly what happens when Rainbows processes your personal data. Therefore, we have written a helpful document explaining what personal data we collect, how we use your personal data and how we keep it safe. This document is called a privacy notice.

As we are a hospice for children and young people, we have written this notice so that it is easy to understand and this privacy notice will apply to anyone who uses the clinical services provided by Rainbows, this includes brothers and sisters and grown-ups.

So, it's not too confusing we have separate privacy notices for those who do not need clinical care and support. These can be found on our website.



Hello DPO

Meet our data protection officer

Rainbows is the controller of your personal data because we make the important decisions about how we use your personal data. To ensure that we are doing the right thing and are not acting unlawfully, we have a data protection officer, known as our DPO and they will give us lots of advice and training.

We regularly review this privacy notice and will always let you know if there are any important changes. There will always be the most up to date version at the hospice and on our website.

If you would like to receive a copy of any previous versions or request a version in another language or an easier to read format, please contact our DPO at dpo@rainbows.co.uk or ask a member of your care team.

This privacy notice was last updated on: 15.12.2025

Our DPO is always available to answer any questions you may have.

by email to: dpo@rainbows.co.uk

by post to: Lark Rise, Loughborough, Leicestershire, LE11 2HS

in person: if you have any questions whilst at the hospice, please contact a member of your care team and they will contact our DPO on your behalf or arrange a call.



What is personal data?

Personal data is anything that helps Rainbows or others identify you as you. Some examples are:

1. Your full name and what you like to be called;
2. The day you were born and how old you are;
3. Where you live and who you live with;
4. Your phone number or your parent/legal guardian's phone number
5. The name of your mum, dad, brothers and sisters, grandparents, aunts and uncles, legal guardians or other people who help provide your care;
6. What medical conditions you have, and the type of care you need;
7. Details of your stay in our hospice;
8. Your likes and dislikes.

When do we collect information about you?

We will collect information about you when:

1. You are referred to us from your doctor, hospital or another healthcare provider/authority;
2. We are working with others who may also be responsible for your care;
3. You come to stay at our hospice;
4. A member of your family or legal guardian receives additional support from Rainbows, for example therapy sessions or joins a support group.

We usually collect personal data from you when you visit our hospice. However, in some cases we may receive useful information about you from other health professionals who are also looking after you, or have looked after you in the past, such as your family doctor or nurses who have looked after you at the hospital. We may receive your personal data directly from a health care worker, who has cared for you, or by reviewing your online health records.



What is our lawful basis for using your personal data?

When Rainbows processes your personal data, we must have a lawful reason to do so under data protection legislation. This is called a lawful basis for processing.

Here are some of the lawful bases we use:

Consent: This means either you or a grown up responsible for your care has said it is okay for us to use your personal data.

Rainbows legitimate interests: This means processing your personal data will help Rainbows achieve something important to them, for example having CCTV in our hospice keeps us all safe.

Legal obligations: Rainbows must always follow the law and sometimes we need to collect personal data about you to achieve this.

Vital interests: Sometimes there may be a scary situation where we have to process your personal data to prevent you from being in danger.



Your data at Rainbows

The table below sets out the personal data we collect and use about you and the lawful basis we rely on. We need all of this information in order to provide our services to you and run the hospice.

Personal data processed	Purpose of processing	Lawful basis
Your basic contact details including: <ul style="list-style-type: none">• full name• what you like to be called• telephone number;• email address• where you live• who you live with	To allow you to have your own care file set up when you visit the hospice.	Legitimate interests: to have clear records and instructions in order to provide the right care.
	So, our care team and those at Rainbows know what to call you, where you live and who you live with.	Legitimate interests: to have clear records and instructions in order to provide the right care.
	To allow your care team to contact you when you are not at the hospice to discuss any care requirements.	Legitimate interests: to have clear records and instructions in order to provide the right care.
	To allow your care team to contact your parents or legal guardians if there is an emergency while you are staying at the hospice or if they want to discuss your care.	Legitimate interests: to have clear records and instructions in order to provide the right care.
	To allow your parents, family or legal guardians to join groups with other parents, family members or legal guardians and receive regular written updates such as newsletters.	Consent
	To allow Rainbows to know it is you when we provide your care, contact you or write any notes about you and your care.	Legitimate interests: to have clear records and instructions in order to provide the right care.

Personal data processed	Purpose of processing	Lawful basis
Other details including: <ul style="list-style-type: none"> • Your name • Date of birth • Contact details • Religion • Current medication • Medical conditions and health information 	To provide you with the right medication that you need.	Legitimate interests: to have clear records and instructions in order to provide the right care.
	To provide a record of activities and care delivered during your admission to the hospice.	Legitimate interests: to have clear records and instructions in order to provide the right care.
Other details including: <ul style="list-style-type: none"> • Your name • Date of birth • Contact details • Religion • Ethnic origin • Medical conditions and health information 	To process your referral for care and provide you with a decision (including siblings for access to Rainbows services).	Legitimate interests: to have clear records and instructions in order to provide the right care.
	To have a document which provides your team with a quick overview of your care.	Legitimate interests: to have clear records and instructions in order to provide the right care.
	To be able to discuss your care needs with others that also look after you outside of Rainbows.	Legitimate interests: to have clear records and instructions in order to provide the right care.
	To conduct useful research to help improve your care or care for others in the future.	Consent
	To collect important health information to ensure complimentary therapies such as massage are safe to be provided to you.	Legitimate interests: to have clear records and instructions in order to provide the right care.
CCTV images	To provide a safe and secure environment at our hospice.	Legitimate interests: To provide a safe and secure environment at our hospice.

Personal data processed	Purpose of processing	Lawful basis
Time of entering and leaving the hospice and date(s) attended	To have a full oversight of who is on site at the hospice in the event of an emergency.	Legal obligation
Car registration number	To manage access to the hospice car park.	Legitimate interests: to ensure anyone parking in our car park is allowed to and an ambulance can always get to the hospice.
What you like to eat and what you can and cannot eat	So we can provide you with the correct meals when you stay with us	Legitimate interests: to have clear records and instructions in order to provide the right care.
What activities you like to do or games you like to play	So we can provide you with lots of fun activities when you stay with us.	Legitimate interests: to have clear records and instructions in order to provide the right care.
Details including: <ul style="list-style-type: none"> • Your name • Date of birth • Contact details • Religion • Current medication • Medical conditions and health information 	So we can conduct or help others with useful research to improve your care and our services	Consent

Special category data

Some personal data is more private and personal and needs extra protection. This is called special category data and includes information about your health condition and care needs, your religion and your ethnic background.

As we are a hospice providing healthcare, we will collect details about your health condition, so we can look after you and provide the right care for you. We will also need to know your religious and ethnic background, so we can make sure we are meeting any special requirements you may have and respecting your individual beliefs and traditions. In some cases we will use your health information to support with Rainbows or other health professional's important research to either help with your care or other children's.

Sharing your personal data with third parties

We work with other companies to make sure you are receiving the best and right care, and this means they will also process your personal data.

The types of companies we work with:

1. Local authorities and social workers;
2. Health professionals;
3. Our digital medical records platform which is shared with other health and social care organisations such as your GP or hospital consultant;
4. Our patient record document scanning solution
5. The police;
6. Ambulance services;
7. Our lawyers and accountants;
8. Potential purchasers if we ever sell Rainbows.

When we share your personal data with other companies, they will sign a contract with Rainbows, and we will give them strict instructions on how to process your personal data.

The other company will make sure they keep your personal data safe at all times and make sure their employees do not share your personal data with anyone who does not have a right to know about it.

Keeping your personal data secure

We have strict security measures in place to prevent your personal data from being accidentally lost, deleted, used or accessed by someone who is not meant to do so.

How long do we keep your personal data for?

We will only keep your personal data for as long as is necessary in order to provide you with care and support or where the law tells us to.

We have a separate document which sets out how long we need to keep your data, and you can ask a member of your care team or the DPO for further information.

Transferring data overseas

In some cases, we may need to send your personal data to companies outside of the United Kingdom (UK). Where this is the case, we will only share the minimal amount of personal data necessary and, where possible, we will share the personal data in an anonymised form, this means they will not be able to tell it is you.

Whenever we transfer your personal data out of the UK, our DPO will ensure that it is protected and will be looked after in the same way as it would be by Rainbows in the UK.

If you have any questions about your personal data being transferred to another country, please contact our DPO.



Your personal data rights

This is your personal data, and you are entitled to:

1. Ask for copies of your personal data;
2. Change any information that is incorrect;
3. Ask us to stop processing your personal data or in some cases even delete your personal data

You can speak to anyone at the hospice or our DPO or ask someone to do so on your behalf.

Any request is free, and we will always try to complete your request within one month. Please note that sometimes we may need a little bit longer and if that is the case, we will tell you.

How to complain

We hope you are happy with how Rainbows processes your personal data. If you do have any questions or concerns, please get in touch with our DPO and she will try to help you.

If you are still not happy you can speak to The UK Information Commissioner's Office, as they make sure that all companies in the UK look after personal data correctly and will get involved if they do not. You can get in touch with them by calling 0303 123 1113.



Any
Questions?