

To request copies of your personal information, please contact the Subject Access Request Team on [bsuh.subject.access@nhs.net](mailto:bsuh.subject.access@nhs.net) or telephone 01444 441881 (x68094).

Please visit our website for further details on any information in this leaflet. Should you have any further queries on the uses of your information, please speak to one of the following:

- **Your healthcare professional.**
- **The Patient Advice and Liaison Service** (known as PALS). For The Royal Sussex County Hospital PALS can be contacted on 01273 664511 or 664973. For the Princess Royal Hospitals PALS can be contacted on 01444 448678. Alternatively, PALS can be contacted by email ([bsuh.pals@nhs.net](mailto:bsuh.pals@nhs.net)).
- **Our Data Protection Officer**, Andrew Harvey, Group Head of Information Governance, on 07900 736922 or [wshnt.dataprotectionofficer@nhs.net](mailto:wshnt.dataprotectionofficer@nhs.net).

Should you wish to lodge a complaint about the use of your information, please contact our complaints team using the PALS information above.

If you remain unhappy with the outcome of your enquiry you can write to the Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, or telephone them on 0303 123 1113 .



We are committed to making our publications as accessible as possible. If you need this document in an alternative format, for example, large print, Braille or a language other than English, please contact the Equality and Diversity Team on 01273 696955 x67251 / 64135 / 64685.

[www.westernsussexhospitals.nhs.uk](http://www.westernsussexhospitals.nhs.uk)

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## Your Personal Information

v3.0, February 2021

We aim to provide you with the highest quality care. To do this, we must keep records about you and the care we provide for you.

Medical Records are held on paper and electronically and we have a legal duty to keep these confidential, accurate and secure at all times, in line with the **UK General Data Protection Regulation**, **Data Protection Act 2018** and other related legislation and guidance.

All of our staff are trained to handle your information correctly and protect your privacy. We aim to maintain high standards, adopt best practice for record keeping and regularly check and report on how we are doing. Your information is never collected for direct marketing purposes, and is not sold on to any third parties. Your information is not routinely processed overseas, and if it is we do our utmost to inform you.

Sometimes care may be provided by other health or care providers. Confidential health information about you may be shared with them to support your care, within legal and professional guidelines.

Information is held for specified periods of time as set out in the **Records Management Code of Practice for Health and Social Care (2016)**.

Information collected about you to deliver your care is used to assist with:

- Checking high standard care by local and national audit.
- Assessing your condition against a set of risk criteria to ensure you are receiving the best possible care.
- Preparing statistics on our performance for the Department of Health & Social Care and other regulatory bodies.
- Helping train staff and support research.
- Supporting the funding of your care.
- Reporting and investigation of complaints, claims and incidents.
- Reporting events to the appropriate authorities when we are required to do so by law.
- Planning services to meet the needs of the population including sharing information with local health and care providers to review and improve patient routes through health and social care services.

When your data is used for research and planning purposes it is usually altered to be made anonymous. From 31 March 2021, if you would prefer your information not to be used in this way, you can opt out by visiting either the main NHS website at <https://www.nhs.uk/your-nhs-data-matters/manage-your-choice/> or calling 0300 303 5678.

The Trust supplies information to the Sussex Integrated Dataset, which uses depersonalised data to help the NHS in Sussex understand its population and those groups at greatest risk of poor health. This helps it design and run better services, while measuring and improving regional performance as a single health and care system.

The legal basis for the processing of data for the purposes mentioned in this leaflet is that the NHS is an official authority with a public duty to care for its patients, as guided by the Department of Health & Social Care. Data Protection law says it is appropriate to do so for health and social care treatment of patients, and the management of health or social care systems and services.

If we need to use your personal information for any reason beyond those stated above, we will discuss this with you. You have the right to ask us not to use your information in this way. However, there are exceptions to this, including:

- The public interest is thought to be of greater importance, e.g.:
  - ⇒ If a serious crime has been committed.
  - ⇒ If there are risks to the public or our staff.
  - ⇒ To protect vulnerable children or adults.
- We have a legal duty, for example registering births, reporting some infectious diseases, wounding by firearms and Court Orders.
- We need to use the information for medical research. We have to ask permission from the Confidentiality Advisory Group (appointed by the NHS Health Research Authority).

Data Protection laws gives individuals rights, in some instances, in respect of the personal information that we hold about you. These are to:

- Ask for access to your information (see p.4).
- Ask for information to be corrected if inaccurate or incomplete.
- Ask us to restrict the use of your information.
- Ask us to copy or transfer your information from one IT system to another in a safe and secure way.
- Object to how your information is used.
- Challenge any automated decisions made about you.

We will share necessary data with our health and social care partners if we have recorded that you have a need for support with communication as a routine part of our referral, discharge and handover processes.