

To request copies of your personal information, please contact the Subject Access Request Team (SAR@bsuh.nhs.uk) or Patients with surname A-G Tel: 01273 696955 Ext: 4186 email: Patients with surname H-Z Tel: 01444 441881 Ext: 5620 or 8013 email:

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 664683. For the Princess Royal Hospitals PALS can be contacted on 01444 448678. Alternatively, PALS can be contacted by email (PALS@bsuh.nhs.uk)
- **Our Data Protection Officer**, Andrew Harvey, Head of Information Governance, on 01903 205111 x84508 or 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 01625 545700.



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 Ext: 67251 / 64135 / 64685

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Your Personal Information

V1.0 April 2018

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.

Health 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 Data Protection Laws.

Our staff are trained to handle your information correctly and protect your privacy. We aim to maintain high standards, adopt best practice for our 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 undertake to inform you.

Sometimes your care may be provided by members of a care team, which may include people from other organisations such as health, social care, education, or other care organisations.

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

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

- Making sure your care is of a high standard.
- Using statistical information to look after the health and wellbeing of the general public and planning services to meet the needs of the population.
- 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 and other regulatory bodies.
- Helping train staff and support research.
- Supporting the funding of your care.
- Reporting and investigation of complaints, claims and untoward incidents.
- Reporting events to the appropriate authorities when we are required to do so by law.

The legal basis for the processing of data for these purposes is that the NHS is an official authority with a public duty to care for its patients, as

guided by the Department of Health and 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 which are listed below.

- 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 respect of the personal information that we hold about you. These are:

1. To be informed why, where and how we use your information.
2. To ask for access to your information (see p.4).
3. To ask for information to be corrected if inaccurate or incomplete.
4. To ask for your information to be deleted or removed where there is no need for us to continue processing it.
5. To ask us to restrict the use of your information.
6. To ask us to copy or transfer your information from one IT system to another in a safe and secure way, without impacting the quality of the information.
7. To object to how your information is used.
8. To challenge any decisions made without human intervention (automated decision making).

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.