

# Your Personal Information

## Information for patients and relatives

This document aims to give you information about why the NHS collects information about you and how it is used.

## Your Personal Information

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 to protect your privacy. We aim to achieve the highest of standards for our record keeping and regularly check and report on how we are doing.

Your information is never collected for marketing purposes and is not shared with any third parties. Your information is not routinely processed overseas and if we need to do this for any reason we undertake to inform you before we do this.

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
- 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 Social Care and other regulatory bodies
- Helping train our staff and support research
- Supporting the funding of your care
- Reporting and investigation of complaints, claims and untoward incidents
- Reporting events to the relevant authorities when we are required to do so by law
- Using statistical information to look after the health and wellbeing of the general public and for planning services to meet the needs of the population
- Completion of the NHS Patient Survey Programme

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. Current Data Protection law says that it is appropriate to process general personal data if “processing is necessary for the performance of a task carried out in the public

interest or in the exercise of official authority vested in the controller”. In order to process special category data, such as data relating to an individual’s health, the processing must be “necessary for the purposes of preventative or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care treatment or 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. There are examples when information sharing is in the public interest and these would include:

- If a serious crime has been committed.
- If there are risks to the public or our staff.
- To protect vulnerable children or adults.

There are also examples when we have a legal duty to share information and these would include:

- Registering births.
- Reporting some infectious diseases.
- In cases where treatment has been given due to a firearms offence.
- In cases where Court Orders are produced.

- Using information for medical research for which permission must be gained from the Confidentiality Advisory Group who are appointed by the Health Research Authority

Data Protection law gives individuals rights in respect of the personal information that we hold about you.

These are:

- To be informed why, where and how we use your information.
- To ask for access to your information.
- To ask for information to be corrected if inaccurate or incomplete.
- To ask for your information to be deleted or removed in cases where there is no need to retain and process it.
- To ask us to restrict the use of your information.
- To ask us to copy or transfer your information.
- To object to how your information is used.
- To challenge decisions made without human intervention (automated decision making)

## 2. Requesting copies of your personal information

If you require access to your information please contact the Medico-Legal Team who are available via email on [whh.medico.legal@nhs.net](mailto:whh.medico.legal@nhs.net)

Information about accessing your health records is also available from [www.whh.nhs.uk](http://www.whh.nhs.uk) on the Data Protection and Health Records pages.

If 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). They can be contacted on 01925 635911.
- Our Data Protection Officer, Mark Ashton, Information Governance Manager on 01925 635911 ext. 5673 or at [whh.dataprotection@nhs.net](mailto:whh.dataprotection@nhs.net)

Should you wish to complain about the use of your information please contact our complaints team using the PALS information above.

If you remain unsatisfied with the outcome of your enquiry you can write to:

The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or telephone them on 01625 545700.

Details of the national data opt-out programme that people can use to opt out of their confidential patient information being used for reasons other than their care and treatment are available at:

<https://digital.nhs.uk/national-data-opt-out>

**The Information contained in this leaflet has been informed by the Information Commissioner's Office guidance 'Privacy notices under the EU General Data Protection Regulation'**

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Find out more about Warrington and Halton Hospitals and the services we provide at:

**[www.whh.nhs.uk](http://www.whh.nhs.uk)**