

## Law

The General Data Protection Regulation 2016 (GDPR) and the Data Protection Act 2018 (DPA) protect your right to privacy in the UK. However, it also allows Southport and Formby Health to process and share your personal and health data to make sure we can perform our statutory duties.

- Article 6(e) allows us to process your personal data as we have the authority to do so, and
- Article 9(h) allows us to process your health data so we can assess you, provide a medical diagnosis and provide you with health care and treatment.

If you would like a copy of your medical records, you can ask for a Subject Access Request. Send your request to us and we will respond within one month. You will need to provide us with enough information; this will include your full name, address and date of birth.

If you think anything is inaccurate or incorrect, then please inform the service as soon as possible.

For other rights about the use of your information please see our website.

Our Data Protection Officer is  
Sharon Forrester-Wild;  
dpo.healthcare@nhs.net  
07946 593082

## Sharing Your Information

We may share information with the following organisations:

- NHS Trusts (Hospitals)
- The ambulance service
- Social Services
- Community services such as district nurses, rehabilitation services etc
- Out of hours services such as 111
- NHS England
- Our commissioners

We may also share your information, with your consent and subject to strict sharing protocols about how it will be used, with:

- Education Services
- Local Authorities
- Voluntary Sector Providers
- Private Sector

Anyone who receives information from us also has a legal duty to **keep it confidential**.

If you are unhappy about the way we use your information, then please speak to the Service Manager.

You also have the right to complain to the UK Supervisory Authority as below.

Information Commissioner  
Wycliffe house  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 01625 545745  
Website: ico.org.uk

# How we use your information



Updated for the UK GDPR - incorporated as Part 2 of the Data Protection Act 2018

## Keeping Your Information Safe & Secure

## Why We Collect Your Information

Our aim is to provide you with the best quality healthcare. To help us, we keep records which detail your health, the treatments you have received and any future care plans. They can also include:

- Your personal details (name, address, date of birth, contact details, next of kin)
- Blood test results and scan/x-ray results
- Letters from other health professionals

It is good practice for people in the NHS who provide your care to:

- Discuss and agree with you what they are going to record about you
- Show you what they have recorded about you, if you ask



## Using Your Information

Your doctors and other healthcare professionals use your information to create your health record to:

- Be able to make good decisions about your health and treatment
- Make sure your care is safe and effective
- To help you and other health care professionals to help make decisions about your care

**We may need to use your records to:**

- Look after the health of the general public
- Make sure that our services can meet patient needs in the future
- Prepare statistics on NHS performance and activity (where steps will be taken to ensure you cannot be identified)
- Investigate concerns, complaints or legal claims
- Help staff to review the care they provide to make sure it is of the highest standards
- Train and educate staff
- Approved research—You will always be asked to provide consent to take part in research
- Undertake medication reviews to ensure you receive the most appropriate, up to date and cost-effective treatment

## Keeping Records Confidential

**Everyone working for the NHS has a legal duty to keep information about you confidential.**

We have a duty to

- Maintain full and accurate records of the care we provide to you
- Keep records about you confidential, secure and accurate
- Provide information in a format that is accessible to you (i.e., in large type if you are partially sighted)

We will not share information that identifies you for any reason, unless:

- you ask us to do so
- we ask, and you give us specific permission
- we must do this by law
- we have special permission for health or research purposes or
- we have special permission because the interests of the public are thought to be of greater importance than your confidentiality

We are required to store your information in an identifiable form for as long as is necessary under special rules that are set out by NHS England; this is called NHS Records Management Code of Practice.

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