

The Information Commissioner's Office (ICO)
 Wycliffe House
 Water Lane
 Wilmslow
 Cheshire
 SK9 5AF

Tel: 0303 123 1113 or 01625 545745

www.ico.org.uk

① The key laws are: the General Data Protection Regulations/Data Protection Act (DPA), the Human Rights Act 1998 (HRA), relevant health service legislation, and the common law duty of confidentiality.

② Further details on the lawful basis for sharing data are held by the Trust's DPO.



YOUR INFORMATION YOUR RIGHTS

The hospital (which includes community services and primary care) collects, holds and stores personal data about its patients. This is essential to make sure we can provide you with the best possible care and treatment. We follow the rules and regulations set out in law^① that determines how organisations can use an individual's details. This privacy notice (sometimes referred to as a fair processing notice) tells you how your personal data will be handled and what we use it for.

Collecting information...

We need to ask you about yourself when you come into hospital. This includes:

Personal details – including your full name, address, contact number, e-mail, NHS number and date of birth. We use these details to keep your records up to date, to contact you in writing or to remind you about your appointments. If we use e-mail to provide you with information it is sent securely from NHS mail. If any of your details change please let us know immediately.

Medical information – we will also ask you things like your medical history, if you have any medication allergies or if you're receiving any other medical treatment. Doctors, nurses and other healthcare professionals will ask you to respond honestly to questions about your lifestyle, such as how much you smoke or drink. All these questions are important so we can look after you properly and keep you safe in hospital. It also helps to plan for when you leave hospital to make sure you get the right support at home.

Monitoring information – to help plan our services and to help to make sure that they meet the needs of our local communities, we may also ask you for details about your ethnicity, sexual orientation, gender identity, your home life and any disability you consider you have.

Holding and storing information...

We take our duty to protect your personal information and confidentiality seriously. We take reasonable measures to ensure your personal data is secure, whether computerised or on paper. Anything you share with us remains strictly confidential.

Do I have to answer these questions?

No. You do not have to answer any of the questions we ask you, but they do help to make sure that your needs in hospital are met, that your care and treatment is appropriate and as effective as possible; and they help us to make sure you get any additional support once you go home after a hospital stay.

Sharing your information...

Under normal circumstances your information will only be used in relation to your care and treatment and is not shared unless you give your permission (consent). For example, if we would like to use your personal information to help with research or publicity, we will always ask you to agree to this. You have the right to refuse this sort of request - and if you give permission and then change your mind, you can withdraw your consent at any time.

There are circumstances when we can use or share your data without asking you for permission. These are:

- Sharing information securely with other NHS providers involved in your treatment.
- Sharing limited information securely with other NHS providers to claim payment for services that we have provided.
- If it is required by law[Ⓜ].
- If it is in the public's interest, for example incidents of serious crime or abuse.
- Using information in a format that is anonymous.

Health records retention

All patient records are destroyed in accordance with the NHS Retention Schedule, which sets out the appropriate length of time each type of NHS records is retained.

All records are destroyed confidentially once their retention period has been met, and the Trust has made the decision that the records are no longer required.

Requesting to see your information

The Data Protection Act /General Data Protection Regulations give you the right to see the information we hold about you. Requests must be made in writing and you will need to provide: your full name, address, date of birth, NHS number so that your identity can be verified. You will also need to tell us exactly what information you are requesting to help us make sure you get the details you need (for example information about a specific stay in the hospital). Write to: Access to Healthcare Records Co-Ordinator, Patient Safety Department, Chesterfield Royal Hospital, Calow, Chesterfield S44 5BL or e-mail CRHFT.access@nhs.net

Any questions?

If you have any questions or queries about your personal information please ask a member of staff for help.

Raising a concern

Patients who have a concern about any aspect of their care or treatment at this Trust, or about the way their records have been managed, should contact Assistance & Complaints, Chesterfield Royal Hospital, Calow, Chesterfield S44 5BL

Tel: 01246 512640 or e-mail: crhft.acs@nhs.net

Additionally, patients have the right to contact the Trust's Data Protection Officer or the Information Commissioner's Office (ICO) if they should ever be dissatisfied with the way the Trust has handled or shared their personal information. Contact details are as follows:

Data Protection Officer
Chesterfield Royal Hospital
ICT Corridor
Calow
Chesterfield
S44 5BL

or e-mail

CRHFT.DPO@nhs.net