Can I obtain my Records?

If you contact us, asking to see your records, we will normally give you access to all of your written or computerised medical records. We may ask for proof of identity to do this. Please telephone the Records Management Lead on 020 8339 8146 for more information.

What if I have questions about how my information is used?

If you have any queries regarding the way your information is processed or shared please email us at: DPO@yourhealthcare.org

If you are not happy with the way Your Healthcare has collected, used or shared your information then:

- Speak to any staff member.
- Contact the Service Effectiveness Team on 020 8339 8092 or email Feedback@yourhealthcare.org.
- Write to us: Service Effectiveness Team, Your healthcare CIC, Hollyfield House, 22 Hollyfield Road, Surbiton, KT5 9AL.

For more information about our services go to www.yourhealthcare.org

Or follow us on:

yourhealthcarecic

@_yourhealthcare

Further information and help

A full copy of our Privacy Notice is available on our website at:

http://www.yourhealthcare.org/modules/downloads/download.php?file_name=135

If you require this document in any other language or format please email us at Contact@yourhealthcare.org or telephone 020 8339 8000

چنانچه این سند را به زبان یا در قالب فرمت دیگری نیاز دارید، لطفاً از طریق ایمیل contact@yourhealthcare.org با تیم پشتیبانی مشتریان Your Healthcare تماس بگیرید تا با کمال میل به شما کمک کنند.

إذا كنت تحتاج هذه النشرة في أي لغة أو شكل أخرى، يرجى الاتصال بفريق خدمة الرعاية الصحية للعملاء الذي سيكون سعيدا للمساعدة
contact@yourhealthcare.org

이 문서를 다른 언어나 형식으로 원하신다면,
귀하의 헬스케어 고객관리팀
(contact@yourhealthcare.org)으로
이메일을 보내주십시오. 기꺼이 도와 드릴 것입니다.

Jeśli chcieliby Państwo otrzymać tą ulotkę w dowolnym innym języku lub w innnym formacie, prosimy o skontaktowanie się z działem obsługi klienta Your Healthcare pod adresem email: contact@yourhealthcare.org.

இந்த ஆவணத்தை வேறு ஏதேனும் மொழியில் அல்லது வடிவத்தில் பெற விரும்பினால் contact@yourhealthcare.org எனும் முகவரியில் உங்கள் நலப்பராமரிப்பு வாடிக்கையாளர் சேவை மையத்திற்கு மின்னஞ்சல் அனுப்புங்கள். அவர்கள் உங்களுக்கு மகிழ்ச்சியுடன் உதவுவார்கள்

your healthcare

Your Information

Why Your Healthcare collect your personal information and how it is used

Why do we need to collect your personal information?

The staff caring for your need to collect information about your health, treatment and care so that we can:

- Decide what is the best care and/or treatment for you and work with you on your care plan
- Provide relevant information to other health and social care professionals
- Review the quality of care you receive to make sure it is of the highest standard
- Look into any concerns you may have about your care or treatment
- Manage, plan and run the service
- Teach health and social care professionals and undertake research

What information is collected about me?

Personal information about you is collected in a number of ways, for example from referrals, your GP or directly from you.

Your record may include:

- Basic **personal data** about you such as name, address, next of kin, NHS number

In addition we may hold more sensitive personal data called '**special category data**', for example:

- Notes and reports about your health, treatment and care
- Results of investigations such as blood tests and X-rays and details of any conditions you have been diagnosed with
- Your religion and ethnic origin
- Whether you are subject to any safeguarding concerns or protection orders regarding your health, wellbeing and human rights .

A record of your personal information may be written down or held electronically on computer. This is then known as your health, care or medical record.

Sharing your information

We will share information with healthcare professionals working for other organisations as everyone involved in your care needs to have relevant information about you. Information won't be released about you to your relatives, friends or carers unless you allow it. Only the minimum amount of information necessary will be shared and only with people who have a genuine need to know.

We will **not** share information that identifies you for any reason other than providing your care, **unless**:

- You ask us to do so.
- We ask and you give us your consent.
- During a Public Health emergency
- We have special permission In accordance with statutory duties, e.g. investigation and prevention of crime.
- To protect yourself or the public from harm where issues of child or adult protection are raised.
- We need to use for planning or research purposes: to find out how to opt out of using your information for this purpose visit – https://digital.nhs.uk/services/national-data-opt-out

How will you ensure information about me remains confidential?

Your Healthcare takes great care to ensure your information remains confidential. The handling and sharing of personal information is strictly controlled by law and guidance such as the Data Protection Act, General Data Protection Regulations, the Human Rights Act and the common law duty of confidentiality.

Your Healthcare CIC has a Caldicott Guardian, a senior professional who is responsible for ensuring that your information is handled properly.

Everyone who works for the NHS or in partnership as are we, has a legal duty to keep information about you confidential.

All breaches of confidentiality are taken seriously and investigated.

When information about you is being used, wherever possible any details that could identify you will be removed.