

## Your Information



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

### Why do we need to collect your personal information?

- To understand what your best care and/or treatment options are and work with you on your care plan
- To be able to provide relevant and up to date information to other health, social care and education professionals when we have the right to do so
- To be able to review the quality of care you receive making sure it is of the highest standard
- To investigate any concerns you may have about your care or treatment
- To manage, plan and run our services effectively
- To support staff training
- To undertake service reviews, clinical audits and research

### • Where do we collect the information from?

- From you
- From Health/Education and Social Care sources
- From the referrals we receive

### • What information do we collect?

- Identifiable data such as your name, address, family or carer, NHS number
- A range of protected characteristics such as your religion, ethnicity, sexuality (you are not obliged to share any of this information with us, or our health, education and social care partners)
- Notes, reports, investigation results and medical conditions related to your care and treatment
- Whether you are the subject of any safeguarding concerns or protection orders

### When do we share your information?

We share the minimum amount of information with the smallest number of people, follow the organisation's strict confidentiality guidelines.

- As part of the local -London Care Record scheme (if you wish to opt out let us know)
- When we need to work with other professionals and people to meet your care and support needs
- When we need to protect children or adults when we, or others, have safeguarding concerns
- When we have special permission in relation to our statutory duties, e.g., as part of a criminal investigation
- During a Public Health emergency
- When we need to use it for research and planning purposes

Most data used for research and planning purposes is anonymised. All non anonymised data sharing complies with the requirements of the Department of Health and Social Care and the NHS Health Research Authority. Opt-out is possible for the majority of programmes via: <https://digital.nhs.uk/services/national-data-opt-out>

### When will we ask for your permission to share information?

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

- You ask us to, or agree, on our advice, for us to do so

### How do we store your Information?

The majority of records are received, stored and shared electronically and paper records scanned onto electronic systems where possible. Robust controls are in place to ensure that all information is kept securely.



## How will you ensure information about me remains confidential?

Everyone who works for the NHS or organisations, such as us, that provide NHS services, have a legal duty to keep information about you confidential.

We therefore consider the handling of your personal and confidential information very seriously. Standardised and regularly reviewed and revised policies and procedures are followed by staff, underpinned by the requirements of the:

Data Protection Act (2018)  
General Data Protection Act (2018)  
The Human Rights Act (1998)  
NHS Code of Practice (2003)  
Common Law Duty of Confidentiality

In more complex situations the decision to share information is supported by the organisation's Caldicott Guardian, considering the legality, ethics and appropriateness of doing so.

Any confidentiality breaches are and reported and fully investigated and any changes in practice swiftly applied.

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

## Can I obtain my records?

If you contact us, asking to see your records, we will usually be able to give you access to all of your written or electronic medical records, in a format that is accessible to you. In order to release them we will ask for proof of your identity. Contact the records manager for more information:

020 8339 8146

[ServiceEffectivenessTeam@yourhealthcare.org](mailto:ServiceEffectivenessTeam@yourhealthcare.org)

## If you have other questions about the way we create store or share information about you?

Please refer to our Privacy Notice at:

<http://www.yourhealthcare.org/en-gb/data-protection/>

Our Data Protection Officer can also provide you with support, if you require information we hold about you to be:

- Rectified
- Object to any further processing
- Are not happy with the way Your Healthcare has collected, used or shared your information

For general information about our services go to [www.yourhealthcare.org](http://www.yourhealthcare.org)

Or follow us on:



yourhealthcareic



@\_yourhealthcare

## Further information and help

If you require this document in any other language or format, or need someone to read it through with you, please contact us:

020 8339 8000

[Contact@yourhealthcare.org](mailto:Contact@yourhealthcare.org)

چنانچه این سند را به زبان یا در قالب فرمت دیگری نیاز دارید، لطفاً از طریق ایمیل [contact@yourhealthcare.org](mailto: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 سعيداً للمساعدة  
[contact@yourhealthcare.org](mailto:contact@yourhealthcare.org)

이 문서를 다른 언어나 형식으로 원하신다면,

귀하의 헬스케어 고객센터팀

([contact@yourhealthcare.org](mailto:contact@yourhealthcare.org))으로

이메일을 보내주세요. 기꺼이 도와 드릴 것입니다.

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

இந்த ஆவணத்தை வேறு ஏதேனும் மொழியில் அல்லது வடிவத்தில் பெற விரும்பினால் [contact@yourhealthcare.org](mailto:contact@yourhealthcare.org) எனும் முகவரியில் உங்கள் நலப்பராமரிப்பு வாடிக்கையாளர் சேவை மையத்திற்கு மின்னஞ்சல் அனுப்பங்கள். அவர்கள் உங்களுக்கு மகிழ்ச்சியுடன் உதவுவார்கள்