

Protecting and Using Your Information



Information for Patients
and Service Users



Introduction

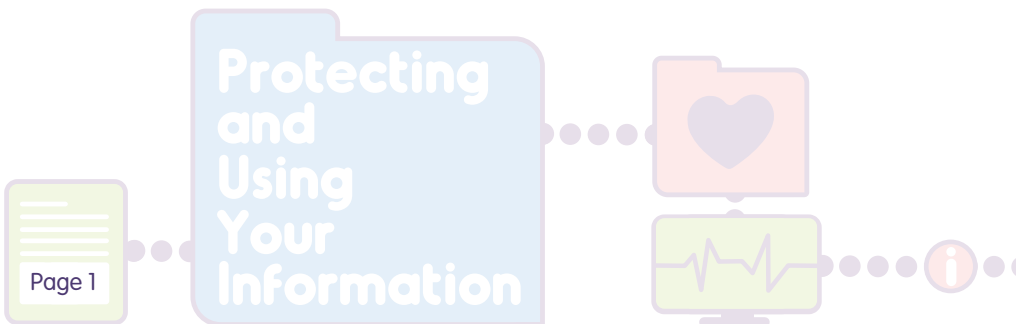
In order for Western Health & Social Care Trust to help provide a service for you we need to know some information about you. Personal information that we process about you is governed by Data Protection legislation.

What information is collected?

We only collect the information we need to. This will include your name, address, date of birth, contact details and relevant health and social care history. We may need to collect information about you from other people, for example, your family, carers, other health professionals, or if necessary, other external agencies.

How is it collected?

Information you provide to us is recorded in your personal paper file and also on our computer systems. This can include information you provide in person, on an official form (either online or in paper form) by telephone, or by information recorded on CCTV cameras that operate within the Trust.



What do we do with your information?

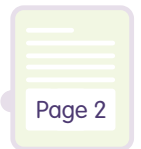
We collect this information to assist and treat you and plan healthcare services for you. Other reasons your information may be used include:

- Helping to review the care given to you to ensure it is of the highest standard. This is done through internal audits of our standards or external inspections of our services
- Training and educating staff
- Looking after the health and social welfare of the general public
- Investigating complaints or legal claims.
- Preparing statistics on the Trust's activity and performance.

Will it be shared with anyone else without my consent?

There may be occasions where your information can be shared with other organisations without your consent but this will only happen when it is:

- Required by law for example
- Required by a court order
- Necessary to detect or prevent crime, including allegations or suspicions of fraud
- Necessary to protect the public from serious harm, e.g. the protection of vulnerable adults
- Required for monitoring certain health conditions, e.g. The Public Health Agency (PHA)
- Monitoring of deaths



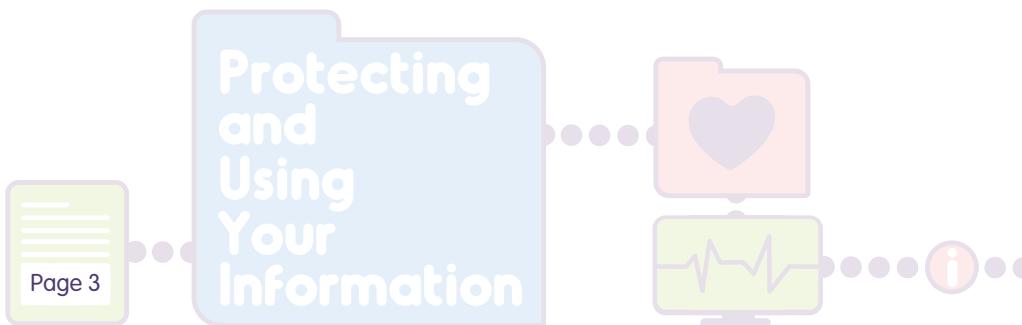
How will it affect me if I do not want to provide information?

It is important to remember that the purpose of using your information is to provide you with safe, fast and effective care. Not providing information may have a significant effect on the appropriate care and protection that we and others provide to you.

Security of your information

At Western Health & Social Care Trust we take your privacy seriously. Staff will only access your information on a strict 'need to know' basis or when they are involved in your period of care. All staff have a legal duty to keep your information safe and confidential, as does anyone who receives information about you from the Trust. In line with legislation the Trust has a range of measures and strict standards to protect paper and electronically held information.

We will not transfer your data to other countries outside the European Union (EU) unless you have consented to it and the information has been secured in a way that safeguards it during and after transfer to the country receiving it.



How long will my information be retained for?

We will retain your information in line with specific guidance issued by the Department of Health in Northern Ireland. The length of time we keep your information for will depend on the types of records created for your care. If you want to find out more about how long your records are retained, you can ask staff or view the “Good Management, Good Records” section under “Disposal Schedule” on Department of Health’s website.

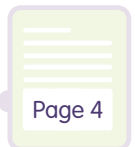
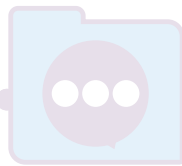
Keeping your information up-to-date

It is very important that the information we hold about you is correct and up-to-date. You can help us to do that by telling us of any changes. Please tell us if you move house, change your GP, change your name or telephone number.

How do I see my information?

If you want to see the information we hold about you or ask about how we use it, you can speak to the person in charge of your care or you can request a copy of your information.

You have a right under the legislation to obtain a copy of your information. There may be a fee for this service and there is a timeframe in order to process and provide you with a copy of the information.



Your Rights

You have a right to take action if you feel you have suffered damage and distress due to the Trust's use of your information. You also have a right to take action to correct, block, remove or destroy inaccurate information that the Trust hold on you.

Is there any information that I cannot see?

There are occasions when other people have provided information relating to your care. We have a duty to keep certain information confidential and may not be able to share it with you. There are some other instances when information can be legally shared or released, for example investigations conducted by the Police.



How can I find out more information?

The conditions that ensure the Trust processes your personal information lawfully, fairly and in a transparent manner are set out in Article 6 and Article 9 of the EU General Data Protection Regulation.

If you want to know more about how we use your information, if you are unhappy with any aspect about how we use your information or comply with your request, you can contact the Trust's Head of Records and Information Governance or the Data Protection Officer at the following address:

**Head of Records and Information Governance
Trust Headquarters
MDEC Building
Altnagelvin Hospital site
Glenshane Road
Londonderry
T: 028 7161 1196**

If you have any further concerns or queries on how your personal data is being processed you can contact the Information Commissioner's Office.

**Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire, SK9 5AF
T: 0303 123 1113 or 01625 545 745**



Western Health
and Social Care Trust

This information
booklet is
available in
various formats.
Please ask a
member of
staff for details.

