



INFORMATION GOVERNANCE



WHAT INFORMATION WE COLLECT AND WHY

We hold information about you and the care you receive. We record every time you are seen, what happens and who is involved. This ensures that your carers have the most accurate and up to date information so that you receive the best care possible.



HOW DO WE LOOK AFTER YOUR INFORMATION?

The Data Protection Act 2018 requires us to control how confidential personal information is used by businesses and the Government. Everyone who uses personal information must follow strict guidelines to make sure information is:

- ✓ not kept for longer than it is needed;
- ✓ kept in a safe and secure place;
- ✓ only used for what it was intended/needed for; and
- ✓ correct and up to date.

All our staff are trained in the importance of confidentiality and the network systems that we use. The paper records we keep are held securely, with access limited to only those people who need to know about you and your care.

Furthermore, we have a duty of confidentiality to you under common law which means that any information you give us for your care must be protected and not shared with anyone else, or used for other purposes, without your consent. You also have other protections such as the Caldicott Guidelines, which state that staff can only see and use the patient information they need to undertake their role.

WHO DO WE SHARE YOUR INFORMATION WITH?

We will share information about you with other organisations involved with the delivery of your care. This may include:

1. Your GP;
2. If you do not pay for your care yourself, then the organisation responsible for payment such as a local authority, NHS Trust/CCG or insurance company responsible for a settlement agreement;
3. The representatives of the organisations who manage the payments for your care, for example Case Managers who work for insurance companies or continuing healthcare staff from NHS/CCGs;
4. Other healthcare professionals who support your care, for example district nurses, specialist clinical teams or a medical consultant;
5. Organisations we work in partnership with to provide your care, for example other care agencies that also care for you or organisations we provide care on behalf of;
6. Safeguarding teams where we are legally required to report concerns about your safety or well-being; and
7. Regulators of care such as the Care Quality Commission where we are legally required to notify them of an incident or issue, or where they request information as part of the work they do.

We share information about you, with these organisations. We do this to make sure that the care you receive meets your needs, that any changes in your needs are communicated to keep you safe and to ensure we adapt the care you need. We never share information unless there is a need to do so for the purposes of providing high quality, safe and appropriate care.

You have the right to ask us to stop sharing your information with other people but we may not comply with your requests if any of the exemptions in the Data Protection Act 2018 apply.



TO SEE YOUR RECORDS:

You have a right under Data Protection Legislation to see the information that we hold about you. If you wish to see your records, we will ask you to contact your local branch, either in writing or by completing a form, and ask that you provide the below information in order to assist us to fulfil your request.

We will need the following:

- ✓ Your full name;
- ✓ Your full address;
- ✓ Proof of x2 forms of identification (such as a copy of your passport or driving licence); and
- ✓ Details of the information you wish to view.

In addition, it would be helpful if you would provide:

- ✓ Your date of birth;
- ✓ The name of your local branch; and
- ✓ The date of your last contact with your local branch.

If you ask a third party (such as a solicitor) to request the information on your behalf, we will also need written authorisation from you, before we can progress the request.

YOUR RIGHTS:

You have rights in law, including but not limited to the right of access to your information and the right to complain to our Data Protection Officer or to the independent supervisory authority, the Information Commissioner's Office, if you perceive that we are mishandling information about you. Please ask your local branch if you would like a full copy of our Privacy Notice, setting out details of your full legal rights, or if you wish to contact our Data Protection Officer.

