

Privacy Notice

A guide to how we use your information



We want to make sure we give you the best care we can. To help us do that we need to keep some information about you.

The information we keep about you:

Your name, birthday and where you live

When you've been to the hospital or doctors for care or treatment

What that treatment was and what we have planned

Names of your family and other people who look after you.

We are responsible for:

Making sure the information we have about the care we give you is correct

Keeping your information safe

Making sure you can read and understand the information

Showing you the information we have about you, if you ask.

We will not share any information about you, unless:

- We have to because the law tells us to
- We ask you if we can and you say "yes"
- Someone is in danger if we don't share it
- You ask us to.



How we use your information

The people who care for you use your information to:

Help you or your doctors to make decisions about your health

Make sure your care is safe

Work well with others to give you the right treatment.

They may also need to use information about you to:

Protect the health of someone else

Make sure we are giving everyone the best care.

Carry out surveys about how well we are looking after everyone and how we can do this better in future.

Help look into any concerns or complaints.

Our partner organisations

These organisations include:

- Other NHS organisations, such as other hospitals or your doctor's surgery
- Ambulance services
- Social services
- National healthcare bodies such as NHS England
- Hospital inspectors, known as the Care Quality Commission
- Commissioners, who pay us for providing healthcare services. These are known as CCGs
- Education Services
- Police

Sharing your information for your care

If other organisations are caring for you, or about to start caring for you, we may need to share your health information with them. We will only do this when this will help you.

Where we can, we will try to ask you if it is ok to do this.

There may be times when we need to share this information without asking. This may be because we are not able to ask you or because it needs to be done quickly to help you.

Sometimes we share information about our patients to help the whole country improve hospitals. When we share information like this we make sure you can't tell who each patient is.

Your Rights

You can tell us if you do not want your information shared. This could be with your parents, carers or others.

If you ask us not to share your information, we will make sure we will only share your information if the law tells us we have to or if someone is in danger

You can ask for a copy of your information.

You can ask us not to use your information for research. Research which is where we invent new medicines and treatments.



As well as asking to see or have a copy of of your information, you can also ask us:

To make sure that the information we hold about you is correct.

How long your information will be kept before it is destroyed.

For details on how we use your information, or to ask us not to share your information or to not use it for research, contact the Data Protection Officer by email at infogov@uhl-tr.nhs.uk.

To make a complaint, contact the Patient Information and Liaison Service at pils@uhl-tr.nhs.uk

You can also speak to the Information Commissioner's Office (ICO).

Information Commissioner's Office

Wycliffe House

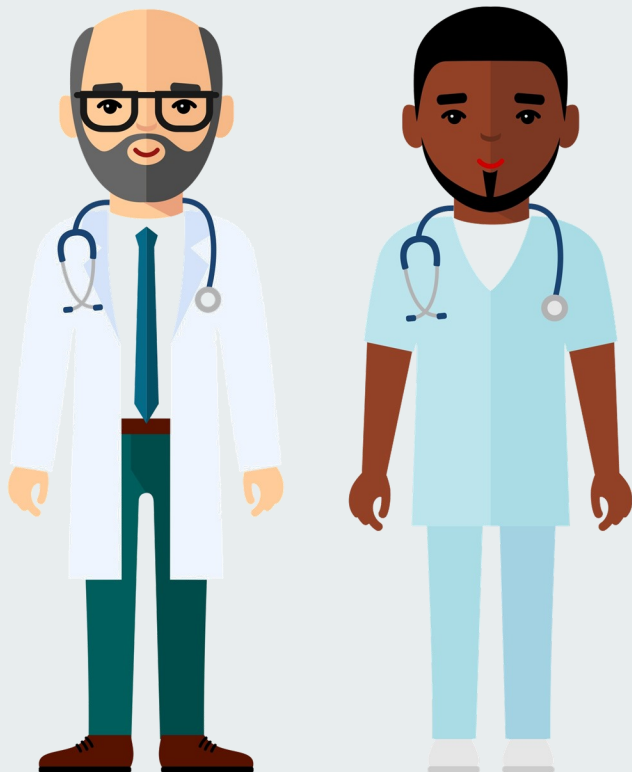
Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone: 0303 123 1113



Document Control

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To see your hospital record, you or a parent/guardian can contact:

Access to Health Records Department
Leicester Royal Infirmary
Leicester
LE1 5WW or visit <https://uhl.ams-sar.com/>

If you think any of your information is not correct or you do not want us to share your information, make sure you let us know.

The Data Protection Officer is available by post at the address above, or by email: infogov@uhl-tr.nhs.uk

You can get this sheet in other languages and formats. If you would like a copy, please contact us:

pils@uhl-tr.nhs.uk