

How we use, share and protect your personal information.



Why do we collect this information?

We need this information to make sure we know who you are, and how to contact you.

We collect the information to give you the best possible care. Each time you use our services (visit us) we will need to record why you were here, things we have told you, and things you have told us.

This means that we can look back at what we have done for you and make sure you are getting the best possible care.

How will we keep your information secure and confidential?

All members of staff working in the NHS and other health care organisations have a legal duty to keep your information confidential.

We share your information with other people who are caring for you for example:

- Your GP
- Social worker
- Other hospitals or clinics

We have to share your information only in special circumstances like:

- Reporting some infectious diseases for example meningitis.
- To help prevent, detect or prosecute for a serious crime and safeguard you.
- If a court orders us to do so.
- In all cases where we must pass on information, we will only share the minimum amount of information required. Anyone who receives information from us also has a legal duty to keep it confidential.

How do we protect your information?

- It is UK law that all NHS staff has to handle Patient & Trust information responsibly.
- We have very strict rules in place to make sure all your information is stored securely.
- Every staff member knows they have to work together to keep your information secure, they also have to complete training every year to remind them of this.

How else could your information be used?

Your information may also be used to help us:

- Look after the health of the general public
- Make sure our services can meet patient needs in the future
- Teach and train healthcare professionals

The Law states

- That your rights are communicated to you in an open, honest and easy to read and understand way.
- You have a right of access to the data we hold on you.
- You have the right to have mistakes or errors in your data corrected.
- You have the right of erasure also known as the right to be forgotten.
- You have the right to stop us from using your records.
- You have the right of data portability. This is to have your data provided to you in a format easily read by a commonly used computer program.
- You have the right to object.
- You have the right to prevent automatic decision making. This is when a computer makes a decision about you.
- You have the right to prevent profiling. However, health profiling is sometimes essential to help us support wellness. This is when aspects of your health are used to identify you as someone who could be helped.
- You have a right to complain and details are written at the end of this document.

Investigation

If you believe your information is being viewed inappropriately we will investigate and report our findings to you. If we find that someone has deliberately accessed records about you without permission or good reason, we will tell you and take action. This can include disciplinary action, or bringing criminal charges.

Records Management

All healthcare records are stored confidentially in secure locations.



Subject Access Requests

In the UK only children aged 13 or over are expected to be competent enough to, when necessary provide their own consent for sharing their personal and health information.

We must always verify that a child is old enough to give their own consent. For children under the age of 13 years we will need to get consent from whoever holds parental responsibility for them.

If individuals who have parental responsibility and request information for a child 13 years or older, we will ask the child for consent to share their information.

We will not usually make decisions about children based solely on automated processing if this will have a legal or similarly significant effect on them.



Important Contacts

Caldicott Guardian

In each NHS organisation there is a designated person named the Caldicott Guardian whose responsibility it is to ensure that these laws are upheld.

The Chief Nurse / Deputy Chief Executive Officer is the Caldicott Guardian here at Bridgewater

You have the right to contact the Caldicott Guardian or the Information Commissioner's Office if you feel that there has been a breach of your confidentiality. Please contact:

Bridgewater Community Healthcare NHS Foundation Trust
Europa Boulevard
Westbrook
Warrington
Cheshire,
WA5 7TY

0844 264 3614
bchft.enquiries@nhs.net

We also have a Data Protection Officer (DPO)
The DPO makes sure that we follow the Data Protection Act 2018) The DPO will:

- Provide advice and guidance to the Trust and its employees on the requirements of the GDPR
- Monitor the Trusts compliance.
- Be the point of contact for data subjects and for cooperating and consulting with national supervisory authorities, such as the Information Commissioner's Office.
- DPOs should also take responsibility for carrying out data audits and oversee the implementation of compliance tools.

For further information please contact :
bchft.dpo@nhs.net

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