

## Your right to confidentiality

You have the right:

- to confidentiality under the Data Protection Act 1998, the Human Rights Act 1998, the NHS Constitution and care record guarantee, and the common law duty of confidence (the Disability Discrimination and the Race Relations Acts may also apply);
- to ask for a copy of all records about you held in paper or electronic form; or
- to choose someone to make decisions about your healthcare if you become unable to do so.

We have a duty to:

- maintain full and accurate records of the care we provide to you;
- keep records about you confidential, secure and accurate; and
- provide information in a format that is accessible to you. (for example, in large type if you are partially sighted).

## How can you help us share your information?

- Allow us to share as much information about you as we need to provide you with healthcare.
- Help us to make sure that we have identified you correctly by telling us if any information in your record is wrong.

## Further information

Further information regarding the use of your data is available on our website:

[www.kernowccg.nhs.uk/get-info/information-governance](http://www.kernowccg.nhs.uk/get-info/information-governance)

If you have any concerns about the use of your information you can write, email or phone us using the contact details below

### NHS Kernow

Sedgemoor Centre, Priory Road, St Austell  
PL25 5AS

**T** 01726 627800

**E** [kccg.contactus@nhs.net](mailto:kccg.contactus@nhs.net)

**W** [www.kernowccg.nhs.uk](http://www.kernowccg.nhs.uk)

### Data protection team

**T** 01209 318037

**E** [pchcic.dataprotectionservice@nhs.net](mailto:pchcic.dataprotectionservice@nhs.net)

You can also contact the Information Commissioner's Office:

**T** 0303 123 1113

**W** [www.ico.org.uk](http://www.ico.org.uk)



To get this information in another format call:

**01726 627735**

## How we use your information



This leaflet explains why we collect information about you and how it is used, your right to see your personal information and your right to confidentiality.

[www.kernowccg.nhs.uk](http://www.kernowccg.nhs.uk)

## Why we collect information about you and how it is used

Your doctor and other health professionals caring for you keep records about your health and any treatment and care you receive from the NHS. This helps to ensure that you receive the best possible care. The record may be written down (manual records) or held on a computer (electronic record).

The records may include:

- basic details about you, such as address and next of kin;
- contacts we have had with you, such as clinic visits;
- notes and reports about your health and any treatment and care you have received;
- details and records about the treatment and care you receive;
- results of any investigations, such as X-rays and laboratory tests;
- relevant information from other health professionals or those who care for you and know you well; and
- information, as a patient, you may have supplied us with.

## How your information could be used

Some information will be used for statistical purposes. We take strict measures to ensure that you cannot be identified.

People who have access to your personal information use it to:

- provide a good basis for all health and social care support decisions;
- make sure your health and social care is safe and effective;
- work effectively with others to provide you with health and social care.

Others may also need to use records to;

- check the quality of care (such as a health record audit);
- protect the health of the general public;
- keep track of NHS spending;
- manage the health service;
- help investigate any concerns or complaints you or your family have about your health and social care;
- teach healthcare professionals; and
- help with research.

Sometimes it might be necessary to transfer personal information overseas. Any transfers will be made in compliance with data protection requirements.

## Sharing your information

We will not share personal information that identifies you (particularly with other government agencies) for any reason other than providing your health and social care unless:

- you ask us to do so;
- we ask and you give us specific permission;
- it is for direct care purpose;
- we have to do so by law;

- we have special permission for health and/or research purposes;
- we have special permission because it is in the public interest.

## You can decide

- not to share your health information;
- to share your health information with others providing you with care;
- to add information to your record that you would like included.

You should discuss the implications of choosing not to share your record with a clinician but be reassured that we will continue to provide you with safe, efficient care. You can also change your mind at any time. Please contact us if you don't want to share your information.

## Your right to see your personal information

When we receive a request from you in writing, we must normally give you access to everything we hold about you.

We may not give you confidential information about other people or information that a healthcare professional considers likely to cause serious harm to the physical or mental health of you or someone else.

We will provide other ways for you to apply for you records if you cannot do so in writing