

Privacy Notice

As a public body we have a duty to deliver high quality health and care. In order to do this we need to collect and use your personal information. We may also share your information with other health and social care providers when it is for your individual care, such as your GP. This Notice is part of our commitment to ensure that we process your personal data fairly, lawfully and transparently. Please tell us if there are any changes to your information so we can keep your records and contact details accurate and up to date.

The Trust recognises the importance of protecting personal and confidential information in all that we do, all we direct or commission, and takes care to meet its legal duties.

The law determines how organisations can use the personal information that we collect.

The key pieces of law that we must comply with are;

- General Data Protection Regulation/ Data Protection Act 2018,
- Human Rights Act 1998,
- Health & Social Care Act 2012,
- The common law duty of confidentiality.

We collect person confidential information about our patients to support care pathways. This information can include:

- Your name, address, telephone number, date of birth and next of kin
- Appointment details, associated admissions
- Correspondence, notes and reports
- Investigations and test results

This information is used for the following reasons:



To help inform the decisions that we make about your care



To ensure that your treatment is safe and effective, including any advice that may be provided as part of your care



To help us work effectively with other organisations who may also be involved in your care



Held securely and confidentially at all times. Not held longer than necessary

The Trust may share this with other organisations, to support the following:

- To help us protect the health of the public in general.
- To manage and plan our services for the future, including measuring our performance to ensure that we remain effective.
- To help our staff review the care that is provided, to ensure that it is of the highest standard.
- To enable the continual improvement of the competency of staff and service providers.

You have the right to know what information we hold about you and what we do with it. For more detailed information about your rights and our responsibilities, please see our full Privacy Notice on our website www.hacw.nhs.uk. We also have a number of information leaflets that have been produced, available in our waiting areas and reception. Easy read format as well as information in other languages is available upon request.