

Privacy Notice

Security of information

Confidentiality affects everyone. Airedale NHS Foundation Trust collects, stores and uses large amounts of personal data every day, such as medical records, personnel records and computerised information.

We take our duty to protect your personal information and confidentiality very seriously. We are committed to taking all reasonable measures to ensure the confidentiality and security of personal data for which we are responsible. This includes both computerised and paper records.

We have a Senior Information Risk Owner who is accountable for the management of all information assets and any associated risks and incidents.

We also have a Caldicott Guardian who is responsible for the management of patient information and patient confidentiality.

Why do we collect information about you?

The healthcare 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.

These records can include:

- Basic details about you such as name, address, date of birth and next of kin.
- Contact we have had with you such as appointments or clinic visits.
- Notes and reports about your health, treatment and care which may also include photographs and videos.
- Results of x-rays, scans and laboratory tests.
- Relevant information from people who care for you and know you well such as health professionals and relatives.

It is essential that your details are accurate and up to date. Always check that your personal details are correct when you visit us. Please inform us of any changes as soon as possible.

The lawful basis for processing your personal information

The Trust complies with the General Data Protection Regulation (GDPR). This allows the processing of personal data in the delivery of direct care, for administrative purposes within the Trust and in support of direct care elsewhere.

Such processing must be:

- for the performance of a task carried out in the public interest or in the exercise of official authority (article 6).
- for medical diagnosis, the provision of health or social care or treatment or the management of health and social care systems (article 9)

It should be noted that in some circumstances this legal basis may vary, however, we always operate in full compliance with Data Protection Law and will only process data with a fair and reasonable legal basis for doing so.

We also recognise your rights established under the Common Law Duty of Confidentiality.

How your personal information is used

Your records are used to direct, manage and deliver the care you receive to ensure that:

- The healthcare professionals involved in your care have accurate and up to date information to assess your health and decide on the most appropriate care for you.
- Healthcare professionals have the information they need to be able to assess and improve the quality and type of care you receive.
- Your concerns can be properly investigated if a complaint is raised.
- Appropriate information is available if you see another doctor, or are referred to a specialist or another part of the NHS.

Who do we share personal information with?

Everyone working within the NHS has a legal duty to keep information about you confidential. Similarly, anyone who receives information from us has a legal duty to keep it confidential.

We will share information with the following main partner organisations:

- Other NHS Trusts, hospitals and organisations that are involved in or support your care
- Clinical Commissioning Groups, NHS England and other NHS bodies

- General Practitioners (GPs)
- Ambulance Services

If you receive care from other services as well as the NHS, we may need to share some information about you with them. This will help us to work together for your benefit. With your permission, and subject to strict agreement about how it will be used, this may include:

- Social care services
- Education services
- Local authorities
- Voluntary and private sector providers working with the NHS

We will not disclose your information to any other third parties without your permission. There are exceptions where the health and safety of others is at risk, or if the law requires us to pass on information.

Limited access to some records may be required for external audit purposes. For example, NHS Improvement are authorised to review records under the Health and Social Care Act 2012.

The Trust may also use details from your records to issue patient satisfaction surveys and clinical surveys relating to the services we provide.

We work with an external company to send our annual surveys, which are posted to a random sample of patients. If you would prefer not to be contacted please inform our Patient Advice and Liaison Service by phoning: 01535 294019.

Your rights

You have the right to restrict how and with whom we share personal information that identifies you. This must be noted explicitly within your records so that everyone involved in your care and treatment is aware of your decision.

Choosing this option may make the provision of treatment or care more difficult or unavailable. You can change your mind at any time about your decision.

You have the right to object to some or all of your personal information being processed. Please contact the Data Protection Officer for more information about this (see details below). This is not the same as having an absolute right to have your wishes granted in every circumstance.

You have the right to access the data that is being shared and have any inaccuracies corrected. There is no right to have accurate medical records deleted except when ordered by a Court of Law. You have the right to lodge a complaint with

our supervisory authority, the Information Commissioner's Office, website:

www.ico.gov.uk

How your personal information is used to improve our services

Your information is also used to:

- Review the care we provide to ensure it is of the highest standard and quality.
- Ensure our services can meet patient needs in the future.
- Investigate patient queries, complaints and legal claims.
- Ensure the hospital receives payment for the care you receive.
- Prepare statistics on NHS performance.
- Audit NHS accounts and services.
- Undertake clinical research.
- Help to train and educate healthcare professionals.

How the NHS and care services use your information

The Trust is one of many organisations working in the health and care system to improve care for patients and the public.

Whenever you use a health or care service, such as attending Accident & Emergency or using Community Care services, important information about you is collected in a patient record for that service. Collecting this information helps to ensure you get the best possible care and treatment.

The information collected about you when you use these services can also be used and provided to other organisations for purposes beyond your individual care, for instance to help with:

- improving the quality and standards of care provided
- research into the development of new treatments
- preventing illness and diseases
- monitoring safety
- planning services

This may only take place when there is a clear legal basis to use this information. All these uses help to provide better health and care for you, your family and future generations. Confidential patient information about your health and care is only used like this where allowed by law.

Most of the time, anonymised data is used for research and planning so that you cannot be identified in which case your confidential patient information isn't needed.

You have a choice about whether you want your confidential patient information to be used in this way. If you are happy with this use of information you do not need to do anything. If you do choose to opt out your confidential patient information will still be used to support your individual care.

To find out more or to register your choice to opt out, please visit www.nhs.uk/your-nhs-data-matters. On this web page you will:

- See what is meant by confidential patient information
- Find examples of when confidential patient information is used for individual care and examples of when it is used for purposes beyond individual care
- Find out more about the benefits of sharing data
- Understand more about who uses the data
- Find out how your data is protected
- Be able to access the system to view, set or change your opt-out setting
- Find the contact telephone number if you want to know any more or to set/change your opt-out by phone
- See the situations where the opt-out will not apply

You can also find out more about how patient information is used at:

<https://www.hra.nhs.uk/information-about-patients/>

(which covers health and care research)

and

<https://understandingpatientdata.org.uk/what-you-need-know>

(which covers how and why patient information is used, the safeguards and how decisions are made)

You can change your mind about your choice at any time.

Data being used or shared for purposes beyond individual care does not include your data being shared with insurance companies or used for marketing purposes and data would only be used in this way with your specific agreement.

Health and care organisations have until September 2020 to put systems and processes in place so they can be compliant with the national data opt-out and apply your choice to any confidential patient information they use or share for purposes beyond your individual care. Our organisation is compliant with the national data opt-out policy.

Closed Circuit Television Recording (CCTV)

Airedale NHS Foundation Trust operates a number of CCTV cameras. These are routinely monitored to:

- Prevent and investigate crime.
- Maintain the security of Trust premises.
- Investigate serious incidents relating to the health, safety and welfare of patients, public or employees.

Any requests for CCTV footage will be forwarded to the correct department for consideration.

Photographs and filming

Occasionally the Trust's communications team may ask to photograph or film you, to help promote a service or initiative. This will only ever be done with your consent. You will be asked to sign a consent form. The future use of the photograph/film will be fully explained.

Car Parking

When on site, we will capture your details including vehicle registration mark via Automatic Number Plate Recognition (ANPR), CCTV, and parking wardens using hand held photographic recording devices in order to enforce parking terms and conditions. Where the terms have not been complied with, your personal data may be collected, processed, shared and retained in order to enforce the parking contract and for legitimate interests with the following:

- The DVLA in order to pursue a Parking Charge Notice.
- Third parties for appeals and enforcement
- The police, Insurance or our internal security to prevent or detect crime.
- Organisations for statistical analysis.

For further information contact 01535 294823 or 01535 294531 or alternatively you can e mail: carparking@anhst.nhs.uk

SMS text messaging

When attending the Trust for an outpatient appointment or a procedure you may be asked to confirm that the Trust has an accurate contact number and/or mobile telephone number for you.

With your consent, this may be used to send text messages to you regarding appointments or other limited information.

How you can access your records

The GDPR gives you a right to access any information we hold about you. Requests must be made to:

Access to Health Records Department
Airedale NHS Foundation Trust
Skipton Road
Steeton
Keighley BD20 6TD.

Telephone: 01535 292207

E- mail - record.access@anhst.nhs.uk

The Trust aims to provide your information to you within one month from receipt of:

- A completed application form, containing adequate supporting information (such as your full name, address, date of birth, NHS number, etc.) to enable us to verify your identity and locate the records.
- Details of the information you are requesting to enable the Trust to locate it in an efficient manner.

Your personal information will be retained in line with the law and national guidance for records management. If you think any information held is inaccurate, please let us know.

Data Protection Officer

The Data Protection Officer can be contacted via:

Airedale NHS Foundation Trust
Airedale General Hospital
Skipton Road
Steeton
Keighley BD20 6TD

Email – anhsft.dataprotectionofficer@nhs.net

Telephone: 01535 294832

Notification

The Trust is required to lodge a notification with the Information Commissioner to describe the purposes for which we process personal information. These details are publicly available from:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

Telephone: 08456 306060

Website: www.ico.gov.uk

How the NHS and care services use your information

Airedale NHS Foundation Trust is one of many organisations working in the health and care system to improve care for patients and the public.

Information collected about you when you use health and care services can also be provided to other approved organisations to help with:

- planning services;
- improving care;
- research into new treatments and preventing illness.

This helps to provide better health and care for you, your family and future generations. Confidential personal information about your health and care is only used in this way where allowed by law.

You have a choice about whether you want your confidential personal information to be used in this way.

To find out more and to register your choice to opt out if you do not want your data to be used in this way, visit www.nhs.uk/my-data-choice . If you do choose to opt out you can still consent to your data being used for specific purposes.

If you are happy with this use of information you do not need to do anything. You can change your choice at any time.

Your NHS number: keep it safe

Every person registered with the NHS in England and Wales has their own unique NHS number. It is made up of 10 digits for example 123 456 7890. Your NHS number is used by healthcare staff and service providers to identify you correctly. It is an important step towards improving the safety of your healthcare.

Always bring your NHS number with you to all hospital appointments or quote it if you need to telephone the hospital for any enquires. This will allow staff to check that they have the right patient details. To improve safety and accuracy always check your NHS number on correspondence the NHS sends to you.

How to find out your NHS number

If you do not know your NHS number, contact your GP. You may be asked for proof of identity, for example a passport or other form of identity. This is to protect your privacy. Once you have obtained your NHS number, write it down and keep it safe.

Freedom of Information

The Freedom of Information Act 2000 provides any person with the right to obtain public information held by Airedale NHS Foundation Trust subject to a number of exemptions.

If you would like to request some information from us, please visit the Publications/Freedom of Information section of our website at:

<http://www.airedale-trust.nhs.uk/contact-us/freedom-of-information/>

or

Email FOI@anhst.nhs.uk

Further information

General enquiries regarding this Privacy Notice can be made to the Trust's Information Governance Service on 01535 294832.

If you require this information in other languages or formats please telephone the Patient Advice and Liaison Service (PALS) on 01535 294019.