

Fair processing notice

Security of information

Confidentiality affects everyone: Omnes Healthcare collects, stores and uses personal data every day, such as medical records, personal records and computerised information. This data is used by our employees in the course of their work.

We take our duty to protect your personal information and confidentiality very seriously and we are committed to taking all reasonable measures to ensure the confidentiality and security of personal data for which we are responsible, whether computerised or on paper.

We have appointed a Senior Information Risk Owner who is accountable for the management of all information assets and any associated risks and incidents, and a Caldicott Guardian who is responsible for the management of patient information and patient confidentiality.

Why do we collect information about you?

The doctors, nurses and team of healthcare professionals caring for you keep records about your health and any treatment and care you receive from the NHS. These records help to ensure that you receive the best possible care. They may be written down in paper records or held on computer. These records may include:

- Basic details about you such as name, address, date of birth, next of kin, etc.
- Contact we have had with you such as appointments or clinic visits.
- Notes and reports about your health, treatment and care.
- 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 and please inform us of any changes as soon as possible.

How your personal information is used

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

- The doctors, nurses and other 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.

The NHS Care Record Guarantee

The Care Record Guarantee is our commitment that we will use records about you in ways that respect your rights and promote your health and wellbeing. Copies of the full document can be obtained from:

www.nhscarerecords.nhs.uk/security

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 and hospitals that are involved in your care.
- General Practitioners (GPs).
- Ambulance Services.

You may be receiving care from other people as well as the NHS, for example Social Care Services. We may need to share some information about you with them so we can all work together for your benefit if they have a genuine need for it or we have your permission. Therefore, we may also share your information, subject to strict agreement about how it will be used, with:

- 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 unless there are exceptional circumstances, such as if the health and safety of others is at risk or if the law requires us to pass on information.

Disclosure of information

You have the right to restrict how and with whom we share the personal information in your records that identifies you. This must be noted explicitly within your records in order that all healthcare professionals and staff treating and involved with you are aware of your decision. By choosing this option, it may make the provision of treatment or care more difficult or unavailable. You can also change your mind at any time about a disclosure decision.

How your personal information is used to improve the NHS

Your information will also be used to help us manage the NHS and protect the health of the public by being 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.
- Undertaking health research and development (with your consent - you may choose whether or not to be involved).
- Helping to train and educate healthcare professionals.

SMS text messaging

When attending the for an appointment or a procedure you may be asked to confirm that we have an accurate contact number and mobile telephone number for you. This can be used to provide appointment details via SMS text messages and automated calls to advise you of appointment times.

How you can access your records

The Data Protection Act 1998 gives you a right to access the information we hold about you on our records. Requests must be made in writing to our headquarters. Omnes Healthcare will provide your information to you 40 calendar days from receipt of:

- A written application 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 your records.
- An indication of what information you are requesting to enable the Trust to locate it in an efficient manner.

If you think any information is inaccurate or incorrect, please let us know.

Data controller

Unit GG.132, Metal Box Factory,

30 Great Guildford Street, Bankside, London, SE1 0HS

Notification

The Data Protection Act 1998 requires organisations to lodge a notification with the Information Commissioner to describe the purposes for which they 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

Freedom of Information

The Freedom of information Act 2000 provides any person with the right to obtain information held by Omnes Healthcare Ltd, subject to a number of exemptions. If you would like to request some information from us, please email the Senior Information Risk Officer at Kevin.Murphy@nhs.net