

Patients & Service Users Privacy Notice

We are committed to protecting and respecting your privacy. This notice explains how **Shropshire Community Health NHS Trust** uses and manages the personal data or information we hold about you, including sharing information with health and social care professionals and other organisations and how we maintain appropriate confidentiality. Any questions regarding this notice and our privacy practices should be sent by email to shropcom.IGQ@infremation.co.uk

<p>Who we are?</p>	<p>We are Shropshire Community Health NHS Trust. The Trust provides a range of community-based health services for adults and children in Shropshire, Telford and Wrekin, and some services to people in surrounding areas.</p> <p>The Trust is registered with the Information Commissioner’s Office (registration number Z2709115)</p>
<p>What is our legal basis for processing your personal and special category information?</p>	<p>As a healthcare provider the lawful basis for processing your personal information is:</p> <ul style="list-style-type: none"> - to process this data in the performance of a task carried out in the public interest or in the exercise of the data controller’s official authority <p>The lawful basis for processing special category data (for example sensitive information such as your health information) is:</p> <ul style="list-style-type: none"> - preventative medicine; and/or - to enable the provision of health or social care or treatment or the management of health of social care systems and services.
<p>What personal information do we collect about you and how do we obtain it?</p>	<p>The personal information we collect might include your name, weight, height, date of birth, health conditions and treatments you receive. This will be collected when you access any of our services e.g. a stay in hospital or attendance at a clinic.</p>
<p>Why do we collect your personal information and what do we do with it?</p>	<p>We collect your personal information to help us provide and manage your health and social care needs. We keep full and accurate records about the healthcare and treatment you receive as one of our patients.</p>
<p>Who do we share your personal information with and why?</p>	<p>We share your relevant personal information for “direct care” purposes to ensure you receive high quality health and social care. This can include sharing your information if you are referred to a specialist or another part of the NHS/Social Care.</p> <p>Sometimes we share personal identifiable information for “non-direct care” purposes to enable us to understand the health needs of our local population, to monitor and manage services, and for research. This does not always need to identify you, for example the information</p>

	<p>can be anonymised or pseudonymised (given a code). We will always comply with the data protection legislation.</p> <p>When we use third party providers and suppliers (e.g. purchasing/delivering medicines and healthcare products) we have a local contract, appropriate agreements and instructions regarding the use and security of your information in place. This ensures that your information is used for the right purpose and that your privacy is protected. We never share your information for insurance or marketing purposes.</p>
<p>How do we keep your information safe and maintain your records?</p>	<p>All staff working in the Trust can only access information when authorised to do so, when there is a legitimate reason or on a need-to-know basis. They are trained to handle your information correctly, protect your privacy and keep your information secure.</p> <p>We do not keep your records for longer than necessary. Records are retained in accordance with the Department of Health and Social Care guidance and at the end of the life cycle records are destroyed in a safe manner.</p>
<p>What are your data protection rights?</p>	<p>Under the data protection legislation, you have the right to request access and receive a copy of your personal information by contacting the Trust as the data controller. You can also contact us to raise any concerns regarding the handling of your information, for example, you may feel the information needs to be rectified or you may have an objection to how it is being used or shared.</p>
<p>What about Planning and Research?</p>	<p>Your health records contain a type of data called confidential patient information. This data can be used to help with research and planning. You can choose to stop your confidential patient information being used for research and planning.</p> <p>Please visit the National data opt-out - NHS Digital</p>
<p>One Health & Care integrated Care Record (ICR)</p>	<p>Data will be viewed via the One Health & Care system, a “shared care record”, to ensure that all the organisations who provide “direct care” for you have the information that they need. It will only be shared securely and accessed on a need-to-know basis.</p> <p>For more information in One Health and Care please access the following information One Health and care - NHS Shropshire, Telford and Wrekin (shropshiretelfordandwrekin.nhs.uk)</p>
<p>Further Information</p>	<p>Please visit our Trust website: Managing your records (shropscommunityhealth.nhs.uk) Your Data Matters to the NHS (shropscommunityhealth.nhs.uk)</p>

	And the Information Commissioner's (ICO) website: Your data matters ICO
If you have concerns	If you have queries or concerns you can contact: Data Protection Officer (IG Dept) Shropshire Community Health NHS Trust Ground Floor, Mount McKinley, Shrewsbury Business Park, Anchorage Ave, Shrewsbury SY2 6FG shropcom.IGQ@infreemation.co.uk You can also raise concerns to the ICO: Information Commissioner's Office Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF www.ico.org.uk