Fair processing notice

Data Protection Act 1998

Security of information

Confidentiality affects everyone. The Leeds Teaching Hospital NHS Trust collects, stores and uses large amounts of personal data every day, such as medical records, personnel records and computerised information. This data is used by many people 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.

At Trust Board level, 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 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 recorded 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

• care plans

• 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 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 in either identifiable or de-identifiable format:

• other NHS Trusts and hospitals that are involved in your care

• Clinical Commissioning Groups and other NHS bodies

• General Practitioners (GPs)

• ambulance services

• adults’ and children’s social care 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

• the Police Service

• education services

• Leeds City Council (such as housing services)

• The General Medical Council

• The Nursing & Midwifery Council

• 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 such 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.

Call recording

Telephone calls to the Leeds Teaching Hospitals NHS Trust are routinely recorded for the following purposes:

• to prevent crime or misuse

• to make sure that staff act in compliance with Trust procedures

• to ensure quality control

• training, monitoring and service improvement.

SMS text messaging and automated  
calling services

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 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.

You can opt out of these services at any time. Should you choose to opt out of this service the Trust will remove you from any automated contact lists within 21 calendar days.

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

• undertake heath research and development (with your consent - you may choose whether or not to be involved)

• help to train and educate healthcare professionals (with your consent and you may choose whether or not to be involved).

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 the Access to Health Records Department. The Trust will provide your information to you within 40 calendar days following receipt of:

• adequate information (for example full name, address, date of birth, NHS number, etc.) so that your identity can be verified and your records located.

• a cheque for an initial £10 (Rising to a maximum of £50 for Health Records) made payable to the Access to Health Records Department.

• an indication of what information you are requesting to enable the Trust to locate this in an efficient manner.

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

Data controller

The Data Controller responsible for keeping your information confidential is:

Leeds Teaching Hospitals NHS Trust  
St James University Hospital  
Trust Headquarters  
Beckett Street  
Leeds  
LS9 7TF

Telephone: 0113 243 3144 ICO Registration Number: Z5388468

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 the:

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

Telephone: 08456 306060

Website: www.ico.gov.uk

Freedom of Information  
Act 2000

Under the Freedom of Information Act 2000 (“FOIA”), the general public are granted a right of access to all types of recorded information held by the Trust - subject to a number of exemptions.

The Act states that any person who makes a request to the Trust for information must be informed as to whether we hold that information and, if so, supplied with it within 20 working days of receipt of the valid request. FOIA requests must be made in writing, and must specify the applicant’s name and address for correspondence. The applicant must supply sufficient detail to allow the Trust to commence collecting the requested information, but where this is not the case, the Trust has a responsibility to liaise with them and/or provide advice and assistance to make it so. Requests need not specifically reference the FOIA.

FOIA requests may also be submitted via the Trust internet site at www.leedsth.nhs.uk/about-us/freedom-of-information/