

Privacy Notice

Young Adults and Children

Keeping stuff about you private!

This Privacy Notice explains what information we collect about you, how we store it, how long we keep it and who we share your information with and the reasons why.



Who are we?

Shrewsbury and Telford Hospital NHS Trust (SaTH) employs approximately 6,000 staff and runs between two sites in Shrewsbury and Telford.

All hospitals manage data and therefore need to register with the Information Commissioner's Office (ICO) to state what information they collect, use and store about individuals.

The ICO registration number for this organisation is Z8157295.

Why we collect personal information about you?



All information about your health is updated and managed by the staff who look after you. Only the doctors and nurses that look after you will have access to your information. It's not automatically available to everyone who works at the Trust. It's only viewed on a strict need to know basis.

What is the legal stuff...?



Any personal information we hold about you is processed for the purposes of provision of health or social care or treatment or the management of health and social care systems and services under chapter 2 section 9 of the Data Protection Act 2018.

This means that by law the Trust is OK to process your information once you have consented to treatment as the information that we store about your treatment is necessary for the doctors and nurses to have information about your care and update our systems so other clinical staff have access to that information to assist in your care.

If you are under 16, consent is required from your parent or guardian for treatment, there is no need to obtain further consent for processing that information.

For further information on this legislation please visit:

<https://ico.org.uk/about-the-ico/ico-and-stakeholder-consultations/children-and-the-gdpr-guidance/>

What personal information do we need to collect about you?

Personal information about you is collected in a number of ways. This can be from your GP, from another hospital, from your parent or guardian if you are younger than 16.

The information that we hold about you includes basis personal information:

- Name
- Address
- Date of Birth
- Next of Kin – this will usually be parents or guardians
- Your GP



As part of your care, the hospital may hold some ‘sensitive’ personal information which could include:

- Your medical conditions
- Results of investigations, such as x-rays and laboratory tests
- Future care you may need
- Personal information from people who care for and know you, such as relatives and health and social care professionals.

It is important for us to have a complete picture of you as this will assist staff to deliver appropriate treatment and care plans in accordance with your needs.

If you are worried about what information we have about you, please speak to any of the doctors and nurses so they can answer your questions.

What do we do with the information about you?

Your records are used to directly, manage and deliver healthcare to you to ensure that:

- the staff involved in your care have accurate and up to date information to assess and advise on the most appropriate care for you.
- staff have the information they need to be able to assess and improve the quality and type of care you receive.
- appropriate information is available if you see another healthcare professional, or are referred to a specialist or another part of the NHS, social care or health care provider.

The personal information we collect about you may also be used to:

- remind you at aged 16+ or your parents or guardians about your appointments;
- review the care we provide to ensure it is of the highest quality;
- support the funding of your care;
- prepare statistics for the Department of Health and other regulatory bodies;
- help to train and educate healthcare professionals;
- report and investigate complaints;
- report events to the appropriate authorities;
- review your suitability for research study or clinical trials;

- contact your parents and guardians with regards to patient satisfaction surveys relating to the services you have used within our hospitals so as to further improve our services for others.

Where possible, we will always look to anonymise your personal information so as to keep you information confidential. In situations where for legal reasons we are required to share your information, this is only the minimum amount of information necessary.

Not everyone who works in healthcare automatically has access to see all of your information as we keep this stored confidentially.

Who do we share your information with and why?

We may need to share information with other NHS organisations such as NHS England, Public Health England, other hospitals, general practitioners (GPs), ambulance services, and there could be other non NHS organisations that provide care that we may need to share your information with, such as Social Services.

The Trust is required to protect your personal information, inform your parents or guardians if you are below the age of 16 of how your personal information will be used, and allow them to decide if and how your information can be shared.

Personal information you provide to the Trust in confidence will only be used for the purposes explained to you and to which you or your parents or guardians have consented, unless, there are exceptional

circumstances. Where there is cause to do this, the Trust will always do its best to notify you of this sharing.

How do we maintain your records?

Your personal information is held in both paper and electronic forms for specified periods of time. There are codes that the Trust has to adhere to such as the Records Management NHS Code of Practice for Health and Social Care and National Archives requirements. This ensures that the information we hold about you is stored for the necessary amount of time following data retention schedules.



Codes of practice we have to follow are based on the requirements of the Data Protection Act 2018 which complies with the General Data Protection Regulation issued from the EU from 25th May 2018.

We have a duty to:

- maintain full and accurate records of the care we provide to you;
- keep records about you confidential and secure;
- provide information in a format that is accessible to you.

Use of Email – Some services in the Trust provide the option to communicate with patients via email. Please be aware that the Trust cannot guarantee the security of this information whilst in transit, and by requesting this service you are accepting the risk.

What are your rights?

If we need to use your personal information for any reasons beyond those stated above, we will discuss this with your parents or guardians to obtain consent. Under the Data Protection Act 2018 this gives certain rights, from the age of 16 you have the right to:

- Request access to the personal data we hold about you, e.g. in health records. The way in which you can access your own health records is further explained on our website:
<https://www.sath.nhs.uk/patients-visitors/advice-support/access-to-medical-records/>
- Request the correction of inaccurate or incomplete information recorded in our health records, subject to certain safeguards.
- Refuse/withdraw consent to the sharing of your health records with 3rd parties, for example for research purposes.
- Request your personal information to be transferred to other providers on certain occasions.
- We will always try to keep your information confidential and only share information when absolutely necessary.

If you are under 16, you still require your parents or guardians to request this information.



Who do I contact with questions?

If you have any questions or concerns from reading this, there are staff in the organisation that can provide support and assistance to answer any data protection queries.

The person responsible for Information Governance is Jill Stretton 01952 641222 Ext: 4735

You can also email: jill.stretton@sath.nhs.uk

The organisation that oversees the legislation that we have to follow is the Information Commissioner's Office (ICO).

If you want more information on what they do – please go to their website link: <https://ico.org.uk/>