**Privacy Notice (Fair Processing Notice)**

**Introduction**

Your GP, hospital, community health, mental

health and social care teams may all hold records

about your care separately. Often, only health and

care professionals within the same organisation

can see this information. This means it can be

difficult for them to work together to deliver

the best care.

*My Care Record* is an approach to improving care by

joining up health and care information. Wherever

possible, health and care professionals will be able

to access your records from other services when it

is needed for your care. This will make it easier

and faster for them to make the best decisions.

For example, a doctor treating you in hospital

or a nurse working in the community could view

the information they need from your GP record.

Several different secure computer systems are

used across the region. These allow health and

care professionals to digitally access your records

held by other services. In some areas systems

are already in place, in other areas more work

is underway to invest in the technology needed.

The approach also provides an agreement between

all the health and care organisations involved.

This means they commit to sharing information

in a secure way to help improve your care.

The *My Care Record* approach is in line with General

Data Protection Regulation (GDPR) which provides

the legal basis to share information between health

and care services when it is needed to deliver

care. All your information will be held securely.

Certain information – that doesn’t identify you

– will also be used to help improve services and

plan for the future. For example, it will help us plan

for the number of doctors, nurses and care workers

needed to look after you in the future.

You can object to your record being shared between

services. To do this, speak to the person delivering

care to you at each organisation such as your GP,

specialist or social worker.

• It is important to understand that not allowing

access to your information may affect the

quality of the care you receive.

• In many situations it is necessary to share

information between services to deliver care.

However, it may be possible to request that

specific or sensitive information is not made

available.

• There may also be some situations where

information still needs to be made available.

For example, if there is a serious concern about

an individual’s safety. Please see the *My Care*

*Record* website www.mycarerecord.org.uk

for more information.

More information about the areas where your

information may be used can be found on the

*My Care Record* website www.mycarerecord.org.uk

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**Categories of Personal**

**Data Processed Lawful Basis for Processing**

Processing of Personal and

Special Category information

to be acquired from the

provider systems and

accessed across participating

health and care organisations

in support of direct care

by participating partner

organisations.

Health and care partner organisations adopt the following

as the lawful basis for processing:

• GDPR Article 6(1) d - Vital interests

• GDPR Article 6(1) e - Exercise of official authority

(“processing is necessary for the performance of a task carried out

in the public interest or in the exercise of official authority vested

in the controller”)

• Special Categories – Sensitive Information

• GDPR Article 9(2) h - Health or social care provision.

• GDPR Article 9(2) b may apply

• Processing Personal Information

• For the purposes of safeguarding children and vulnerable adults

• Common Law Duty of Confidentiality

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**What information will be**

**accessed under *My Care Record?***

Your records will include information

as detailed below, but is not exclusive to:

• Name, address, NHS number and phone number

• Medical Conditions

• Treatment provided and contact the individual

has had with the organisation

• Care Plans

• Emergency department treatment

• Discharge Summaries

• Medication Reviews

• Medical Reports

• Care and Support plans

• Care plans reviews - adult social care

assessments

• Results of investigations, such as x-rays,

scans, and laboratory tests.

Each partner organisation participating is

responsible for the information they share/access

within the shared environment, including personal

and special category data incorporated from

individual records held by partner organisations.

The information that can be accessed from your

record from each service or organisation will

depend on the system that is used.

All partners are subject to a number of legal

obligations to ensure that the processing of

personal information remains lawful. This

includes, legislation, standard, statutory

and non-statutory guidance.

**Record Retention**

Personal data is stored securely for the duration

specified by the NHS Digital / Information

Governance Alliance (IGA) Retention schedule.

Once information that is held has been identified

for destruction it will be disposed of in the most

appropriate way for the type of information it is.

**Complaints**

All partner organisations have complaints

procedures. If you wish to make a complaint,

please contact your direct care provider such as

your GP, hospital consultant, social worker or

speak to their PALS (Patients Advisors and Liaisons

Services) / Complaints department. Individuals

also have the right to make a complaint to the

Information Commissioner’s Office regarding

breaches of confidentiality.

For independent advice about data

protection, privacy, data sharing issues

and your rights you can contact:

**Information Commissioner’s Office;**

Wycliffe House, Water Lane,

Wilmslow, Cheshire, SK9 5AF

**Telephone:** 0303 123 1113 (local rate)

or 01625 545 745

**Email:** casework@ico.org.uk

**Visit the ICO website:** https://ico.org.uk/

**Access to your information**

*My Care Record* is simply a reflection of

your individual records held by the partner

organisations as listed on *My Care Record* website

www.mycarerecord.org.uk, should you require

access to your records held by these organisations,

please contact them directly. Please contact

your own General Practice directly for a copy

of your GP record.

**Who is involved?**

You can find further information and the

full list of partner organisations involved

in *My Care Record* with their contact details

on our website www.mycarerecord.org.uk.