

For further information

If you would like more details about how we use information about you, please ask your keyworker and we will do our best to help you. All NHS and Primary Care Trusts have a Caldicott Guardian. This is the person who oversees the systems to keep information safe and secure.

CPFT's Caldicott Guardian is:

Dr Chess Denman

Medical Director

T 01223 726754

E chess.denman@cpft.nhs.uk

Further information

Department of Health

www.doh.gov.uk

Caldicott Guardians:

http://www.dh.gov.uk/en/Managingyourorganisation/Informationpolicy/Patientconfidentialityandcaldicottguardians/DH_4100563

You can contact the office of the Information Commissioner who has responsibility for ensuring good practice in all aspects of Freedom of Information and Data protection:

T 01625 545 745

www.ico.gov.uk

For further advice about issues in this leaflet, contact:

Kay Taylor

Information Governance Manager

T : 01733 776010

E kay.taylor@cpft.nhs.uk

Patient Advice and Liaison Service (PALS)

If you have any concerns about any of CPFT's services, or would like more information please contact: Patient Advice and Liaison Service (PALS) on freephone 0800 376 0775 or e-mail pals@cpft.nhs.uk

Out-of-hours' service for CPFT service users

Please call **NHS 111** for health advice and support or if you feel you are in a mental health crisis.

Leaflet review date: June 2019

This leaflet was produced by:

Cambridgeshire and Peterborough NHS Foundation Trust

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Cambridgeshire and
Peterborough
NHS Foundation Trust

Taking care of your information

Your rights, our responsibilities



Pride in our care

A member of Cambridge University Health Partners

Advice for patients

To provide the best possible standards of care we need to keep information about you. This includes your name, address, date of birth and next of kin and, where health care is involved, details of your medical history. This information is held solely for the purposes of maintaining your care. The records are stored increasingly on computer, but some remain on paper and may take other forms such as x-ray photographs.

We have a legal responsibility to keep confidential all of the health information about you. The obligations that the health and social care organisations have, together with the rights that every individual enjoys, are set out in the Data Protection Act 1998.

Information about you may need to be shared with others involved in your care from time to time - for example, a hospital consultant or a social worker.

To help improve the standards of health and social care, information from your records may also be used for research and statistical analysis. In the Data Protection Act 1998, "medical purposes" is defined to include "preventative medicine, medical diagnosis, medical research, the provision of care and treatment and the management of health care services".

Some research studies involve interviews and questionnaires. In these cases you will be approached to see if you would like to take part.

Your rights

The Data Protection Act 1998 gives every individual a number of rights. In brief, you have the right to:

- Access information held about you. In accordance with the act a fee may be charged for this service
- Prevent processing of information likely to cause distress
- Prevent use of information about you for direct marketing
- Correct an inaccurate record
- Seek compensation if you suffer damage
- Have an assessment made if you think the act has been contravened
- We undertake to respect these rights.

Our obligations

The Data Protection Act 1998 imposes a number of obligations on our services. In brief, these are:

- Information about you will be processed fairly and lawfully
- Information will be used solely for planning and delivering your health care and will not be used in an inappropriate way
- The information recorded about you will be adequate and relevant, but not excessive
- The information will be accurate and up to date
- Information will be kept no longer than necessary
- All of the information will be processed within the service in accordance with your rights
- We will take all necessary measures to prevent unlawful processing, accidental loss, damage or destruction
- Information will not be transferred to a country outside the European Economic Area, unless the country provides adequate protection of your rights as regards the processing of information.

We undertake to fulfill these obligations Please tell us if any of your details change - for example, a new address. Tell us if any of the information in our records is wrong. Allow us to share the information we need to ensure you get the best care.

