

## PATIENT INFORMATION

# How We Use Information About You

**We use your information** to support safe, quality care and provide best experience with our health and social care services; what we know about you is necessary to inform the decisions that we make about your care and to help us work effectively with other organisations involved in delivering that.

**We keep this information** because it may be needed if we see you again. Some information we keep about you may be stored electronically and we are responsible for ensuring this information is safe. We only store information as long as necessary to comply with our legal obligations.

**We may also use information** for other reasons: to help us protect the health of the public in general, manage and plan our services for the future including measuring our performance and ensuring NHS services run efficiently, to help our staff review care and care quality standards, for staff development and continual improvement of competency, and for invoicing and accounting purposes.

### **ALL STAFF HAVE A LEGAL DUTY TO KEEP YOUR INFORMATION CONFIDENTIAL.**

**We may be legally required to share information**, such as to notify of births or for prevention of crime.

If you receive care from other organisations and our NHS partners, we may need to share information about you or the services we have provided. We only ever pass on information where there is a genuine need for it and only as much information as is necessary. Where possible we will modify the information to no longer identify you or keep this restricted to only our staff (anonymisation and pseudonymisation respectively).

### **ANYONE WHO RECEIVES INFORMATION FROM US HAS A LEGAL DUTY OF CONFIDENTIALITY.**

**With your consent**, your relatives, friends and carers will be kept up to date with the progress of your care.

**We uphold your rights** to control your information and recognise our responsibility for protecting personal and confidential information in all that we do. We put in place security measures and monitor these to ensure compliance with our legal obligations, including:

- Data Protection Act 2018
- Human Rights Act 1998
- Health & Social Care Act 2012
- The common law duty of confidentiality

**You have the right to access** information that we hold about you, including that which is held electronically, under the Data Protection Act 2018. A request can be made in writing or electronically to our team who will help complete that request. More information is available on our public site or by contacting us:

[www.torbayandsouthdevon.nhs.uk/about-us/data-protection](http://www.torbayandsouthdevon.nhs.uk/about-us/data-protection)

**Data Access & Disclosure Office, Belmont Court,  
Torbay Hospital, Lowes Bridge  
Torquay, TQ2 7AA**

**Tel.: 01803 654868**

**You have the right to restrict** how we use or share your personal data, but this may affect our ability to provide you with care or advice. If you wish to discuss this matter with us, please contact the person in charge of your care or write to our Data Access & Disclosure Office *for the attention of the Data Protection Officer*.

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For further assistance or to receive this information in a different format, please contact the department which created this leaflet.