

Privacy Notice for Patients

Humber Teaching NHS Foundation Trust collects, stores and uses large amounts of personal data every day, such as medical records, personal records and computerised information. This data is used by many people in the course of their work. This privacy notice explains how we process your personal data.

Humber Teaching NHS Foundation Trust is the data controller of the personal data and is responsible for complying with data protection legislation.

Our registered address is Trust Headquarters, Beverley Road, Willerby, HU10 6ED.

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 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.

We have a Data Protection Officer who ensures the Trust is accountable and compliant with the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018.

The Data Protection Officer: Lisa Davies, Mary Seacole Building, Willerby Hill, Beverley Road, Willerby, HU10 6ED.

What information do we collect 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 written down 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
- Details of your lifestyle and social circumstances

- Contacts 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
- If you stay in one of our hospitals, information about your dietary requirements and menu choices.
- Relevant information from people who care for you and know you well such as health professionals and relatives
- Visual images, personal appearance and behavior, for example if CCTV images are used as part of building security
- Offences (including alleged offences, criminal proceedings, outcomes and sentences)

We may also process sensitive categories of information that may include:

- racial and ethnic origin
- political opinions
- religious or philosophical beliefs
- health information
- sex life or sexual orientation

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.

Using your personal data: the legal basis and purposes

We will use your personal data to direct, manage and deliver the care you receive to ensure that:

- The doctors, nurses and other health and social care 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
- Health and social care professionals 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 doctor, or are referred to a specialist or another part of the NHS

Your information will also be used to help us manage the NHS:

- Review the care we provide to ensure it is of the highest standard and quality
- Manage the health services and ensure our services can meet future patient needs
- Ensure the Trust receives payment for the care you receive
- Prepare statistics on NHS performance

- Audit NHS accounts and services
- Investigate patient queries, complaints and legal claims
- Helping to train and educate healthcare professionals

For these purposes we use anonymous data wherever possible.

This processing is **necessary to perform a public task** (UK GDPR Article 6(1)(e)) and **necessary for the provision of health or social care treatment** (UK GDPR Article 9(2)(h)).

Your information may also be used to protect the health of the general public.

This data will be processed when it is **necessary to comply with a legal obligation** (UK GDPR Article 6(1)(c)) and **necessary for public health** (UK GDPR Article 9(2)(j)). Wherever possible we will use anonymous data.

Your information may also be used to ensure that adult and children's safeguarding matters are managed appropriately.

This will only be when it is **necessary to perform a public task** (UK GDPR Article 6(1)(e)) and when it is **necessary to carry out obligation under social protection law** (UK GDPR Article 9(2)(b)).

Your information may also be used for health research and development (see below).

The legal basis for this processing is **necessary to perform a public task** (UK GDPR Article 6(1)(e)) and is **necessary for scientific or historical research purpose** (UK GDPR Article 9(2)(j)). However, we must also comply with our Common law duty of confidence and individual consent will be sought for participation in particular research projects.

NHS Digital

The Trust is required to share information with NHS Digital under Section 259(1) of the Health and Social Care Act 2012.

When we are required to provide data under this legislation, a Data Provision Notice is issued to the Trust. This details information such as the purpose, benefits, data required, frequency and legal basis. An example is the Mental Health Service Data Set.

For more information on how NHS Digital look after your health and care information, please click:

<https://digital.nhs.uk/data-and-information/keeping-data-safe-and-benefitting-the-public/how-we-look-after-your-health-and-care-information>

Yorkshire and Humber Care Record

The Trust participates in the Yorkshire and Humber Care Record. The Yorkshire & Humber Care Record is a shared system that allows Healthcare staff within the Humber, Coast and Vale Health and Social Care community to appropriately access the most up-to-date and correct information about patients, to deliver the best possible care.

This processing is **necessary to perform a public task** (UK GDPR Article 6(1)(e)) and **necessary for the provision of health or social care treatment** (UK GDPR Article 9(2)(h)).

The Yorkshire & Humber 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.

If you would like any further information, or would like to discuss this further, please contact the Yorkshire and Humber Care Record on 0113 206 4102 or hnf-tr.yhcr@nhs.net.

[YHCR-Fair-Processing-Notice-September-2022.pdf](#)

SystemOne Information Sharing

Some Trust services use an electronic system called SystemOne. SystemOne allows us to share your medical records with others providing you with care. The practice automatically sets the system to share your medical record to ensure that those treating you have the most up to date information. This may include district nurses, community services, child health, urgent care and out of hours services. Please contact the practice if you would prefer your record not to be shared. You are free to change your mind at any time.

For further information, please see [Your Electronic Record](#) patient information leaflet.

Summary Care Record

[The Summary Care Record](#) (SCR) is a short summary of your GP medical records. All patients registered with a GP have a Summary Care Record unless they have chosen not to have one. The information held in your Summary Care Record gives health and care professionals access to information to provide you with safer care, reduces the risk of prescribing errors and improves your patient experience.

Your SCR contains basic information about allergies and medications and reactions that you have had to medication in the past.

Some patients have previously agreed to have Additional Information shared as part of their Summary Care Record. This includes information about significant medical history (past and present), reasons for medications, care plan information and immunisations.

During the height of the pandemic changes were made to the Summary Care Record (SCR) to make additional patient information available to all appropriate clinicians when and where they needed it, to support direct patients care, leading to improvements in both care and outcomes.

These changes to the SCR will remain in place unless you decide otherwise.

Regardless of your past decisions about your Summary Care Record preferences, you will still have the same options that you currently have in place to opt out of having a Summary Care Record, including the opportunity to opt-back in to having a Summary Care Record or opt back in to allow sharing of Additional Information.

You can exercise these choices by doing the following:

1. **Choose to have a Summary Care Record with all information shared.** This means that any authorised, registered and regulated health and care professionals will be able to see a detailed Summary Care Record, including Core and Additional Information, if they need to provide you with direct care.
2. **Choose to have a Summary Care Record with Core information only.** This means that any authorised, registered and regulated health and care professionals will be able to see limited information about allergies and medications in your Summary Care Record if they need to provide you with direct care.
3. **Choose to opt-out of having a Summary Care Record altogether.** This means that you do not want any information shared with other authorised, registered and regulated health and care professionals involved in your direct care. You will not be able to change this preference at the time if you require direct care away from your GP practice. This means that no authorised, registered and regulated health and care professionals will be able to see information held in your GP records if they need to provide you with direct care, including in an emergency.

To make these changes, you should inform your GP practice or complete this [form](#) and return it to your GP practice.

For further information, please see [Summary Care Records \(SCR\) - information for patients](#).

NHS e-Referral Service (e-RS)

The Trust receives referrals from GP practices and other organisations using the NHS e-referral service. This is a secure system provided by NHS Digital.

e-RS combines electronic book with a choice of place, date and time for first clinic appointments, which patients can book at the point of referral.

This processing is **necessary to perform a public task** (UK GDPR Article 6(1)(e) and **necessary for the provision of health or social care treatment** (UK GDPR Article 9(2)(h)).

Further information can be found at [Privacy Statement - NHS e-Referral Service - NHS Digital](#)

GP Connect

We use a facility called GP Connect to support your direct care. GP Connect makes patient information available to all appropriate clinicians when and where they need it, to support direct patients care, leading to improvements in both care and outcomes. GP Connect is not used for any purpose other than direct care.

Authorised Clinicians such as GPs, NHS 111 Clinicians, Care Home Nurses (if you are in a Care Home), Secondary Care Trusts, Social Care Clinicians are able to access the GP records of the patients they are treating via a secure NHS Digital service called GP connect.

The NHS 111 service (and other services determined locally e.g. Other GP practices in a Primary Care Network) will be able to book appointments for patients at GP practices and other local services.

In order for your Personal Data to be shared or processed, an appropriate “legal basis” needs to be in place and recorded. The legal bases for direct care via GP Connect is the same as the legal bases for the care you would receive from your own GP, or another healthcare provider:

This processing is **necessary to perform a public task** (UK GDPR Article 6(1)(e))and **necessary for the provision of health or social care treatment** (UK GDPR Article 9(2)(h)).

Because the legal bases used for your care using GP Connect are the same as used in other direct care situations, the legal rights you have over this data under UK GDPR will also be the same- these are listed elsewhere in our privacy notice.

[Find out more about GP Connect.](#)

Risk Stratification

Trust GP practices use your information for the purposes of Risk Stratification. This is used to identify groups of patients who would benefit from some additional help from their GP or care team. The aim is to prevent ill health and possible future hospital stays, rather than wait for you to become sick.

This processing is **necessary to perform a public task** (UK GDPR Article 6(1)(e)) and **necessary for the provision of health or social care treatment** (UK GDPR Article 9(2)(h)).

This processing has Section 251 Approval (CAG 7-04(a)/2013) from the Secretary of State, through the Confidentiality Advisory Group of the Health Research Authority.

Our GP practices use the services of a health partner, North of England Commissioning Unit (NECS) to help with Risk Stratification. NECS process personal confidential data on our behalf under a contractual agreement that requires the security and protection of information.

Our GP practices can access identifiable information (NHS Number) to see which patients may benefit from additional help.

The Integrated Care Board (ICB) and Public Health have access to de-identified information to help them plan the most appropriate health services for our local population.

If you do not want your information to be used for risk stratification, please speak to your practice manager.

Medicines Optimisation

Humber GP Practices work with the North of England Commissioning Support Unit (NECS) to review the prescribing of medicines to ensure that it is safe and cost-effective. This may require the use of identifiable information.

This processing is **necessary to perform a public task** (UK GDPR Article 6(1)(e)) and **necessary for the provision of health or social care treatment** (UK GDPR Article 9(2)(h)).

In cases where identifiable data is required, this is done with Trust agreement. Patient records are viewed in the GP practice and may also be viewed remotely.

There is a protocol that provides a framework for Medicines optimisation team (MO) members to access patient records for routine medicines optimisation operations.

The protocol is used in conjunction with:

- NHS Confidentiality Policy (NHS England, 2014)
- North Of England Commissioning Support (NECS) Standards of Business Conduct procedure
- NECS Information Risk Policy
- Relevant professional codes of conduct and ethical standards
- NHS IG requirements should be adhered to at all times.

The staff groups that are covered by the protocol are:

- Medicines Optimisation Pharmacists
- Medicines Optimisation Technicians.

Electronic Palliative Care Co-ordination System (EPaCCS)

The Trust participates in the Electronic Palliative Care Co-ordination System (EPaCCS). EPaCCS enables the recording and sharing of a patient's care preferences and key details about their care at the end-of-life. As it is electronic, it can easily be shared 24/7 between all of the clinicians and carers involved in the patient's care across organisational and geographical boundaries.

This processing is **necessary to perform a public task** (UK GDPR Article 6(1)(e)) and **necessary for the provision of health or social care treatment** (UK GDPR Article 9(2)(h)).

To find out more about EPaCCS and how it supports end-of-life care in Humber, Coast and Vale, please go to: [Digital Technology - Humber and North Yorkshire Health and Care Partnership](#)

Please [click here](#) for the full privacy notice for EPaCCS.

If you have any queries, please contact: hnf-tr.yhcrhcv.carerecords@nhs.net

Therapy Reviews

Our GP Practices may work with an independent company, Interface Clinical Services, to review data from the records of patients who have certain conditions to help provide you with the best possible care.

This processing is **necessary to perform a public task** (UK GDPR Article 6(1)(e)) and **necessary for the provision of health or social care treatment** (UK GDPR Article 9(2)(h)).

The company fully complies with data protection legislation and their work is overseen by your GP. Data will only be processed on the instructions of your GP as part of a written contract. All data processors will comply with data protection legislation.

Your personal data will be treated as strictly confidential. Anonymised summary data may be collated for the purposes of reporting and research.

If you have any concerns about your data being used in this way, please contact the practice staff.

Heart Failure Patient Reviews

To provide the best possible care, our GP practices work with an independent company, Oberoi Consulting to conduct patient reviews for patients with heart failure.

This processing is **necessary to perform a public task** (UK GDPR Article 6(1)(e)) and **necessary for the provision of health or social care treatment** (UK GDPR Article 9(2)(h)).

The company fully complies with data protection legislation and their work is overseen by your GP. Data will only be processed on the instructions of your GP as part of a written contract. Personal data is treated as strictly confidential and access only by a qualified Heart Failure Specialist Nurse. Anonymised summary data is collated for the purposes of reporting and research.

If you have any concerns about your data being used in this way, please contact the practice staff.

National Fraud Initiative

The Trust participates in the Cabinet Office's National Fraud Initiative: a data matching exercise to assist in the prevention and detection of fraud. We are required to provide particular sets of data to the Minister for the Cabinet Office for matching for each exercise. This is **necessary to comply with a legal obligation** (UK GDPR Article 6(1)(c)) and does not require consent under the data protection legislation. For further information, please see the [full text fair processing notice](#).

Call recording

The Trust operates call recording on some telephone lines to Humber Teaching NHS Foundation Trust. Recordings are used for verification purposes, including:

- To support clinical practice
- To provide delivery of training
- To check the quality of the service provided
- For complaints and investigations

This processing is **necessary to perform a public task** (UK GDPR Article 6(1)(e)) and **necessary for the provision of health or social care treatment** (UK GDPR Article 9(2)(h)).

National Data Opt-Out

Information may only be used for purposes beyond your care when there is a clear legal basis to use this information. All these uses help to provide better health and care for you, your family and future generations. Confidential patient information about your health and care is **only used** like this where allowed by law.

Most of the time, anonymised data is used for research and planning so that you cannot be identified in which case your confidential information isn't needed.

You have a choice about whether you want your confidential patient information to be used in this way. If you are happy with this use of information you do not need to do anything. If you do choose to opt-out your confidential patient information will still be used to support your individual care.

To find out more or to register your choice to opt out, please visit www.nhs.uk/your-nhs-data-matters

You can find out more about how patient information is used for research at: [Patient information and health and care research - Health Research Authority \(hra.nhs.uk\)](http://Patient information and health and care research - Health Research Authority (hra.nhs.uk)) (which covers health and care research); and <https://understandingpatientdata.org.uk/what-you-need-know> (which covers how and why patient information is used, the safeguards and how decisions are made)

You can change your mind about your choice at any time.

Data being used or shared for purposes beyond individual care does not include your data being shared with insurance companies or used for marketing purposes and data would only be used in this way with your specific agreement.

Health and care organisations had until 2020 to put systems and processes in place so they can apply your national data opt-out choice to any confidential patient information they use or share for purposes beyond your individual care. Our organisation is compliant with the national data opt-out policy.

Type 1 Opt-Out

You can also ask your GP practice not to share your data for research and planning purposes by registering a Type 1 Opt-Out. To do this, you will need to fill in an opt-out form and return it to your GP Surgery. [Download a Type 1 Opt-out form](#)

Please note that NHS Digital will still be able to collect and share data from other health care providers such as hospitals. Your health information will still be used to make sure you get the treatment and care you need.

NHS Patient Survey Programme

The Trust participates in the NHS Patient Survey Programme. The Programme is delivered by the Care Quality Commission (CQC) on behalf of NHS England, NHS Improvement and the Department of Health and Social Care.

This means we will send out local surveys to ask you for your views on your recent healthcare experiences. These surveys provide feedback to us on the standard of service and care you received, which will help us to deliver better services in the future.

Anonymised survey results are also used by the CQC to measure and monitor the Trust's performance.

This processing is **necessary to perform a public task** (UK GDPR Article 6(1)(e)) and **necessary for the provision of health or social care systems and services** (UK GDPR Article 9(2)(h)).

You can find out more information at [NHS Patient survey Programme](#).

Who do 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:

- Other NHS trusts and hospitals that are involved in your care
- Integrated Care Board and other NHS bodies (see below)
- General practitioners (GPs)
- Ambulance 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
- Education services
- Local authorities
- Voluntary and private sector providers working with the NHS

We will not disclose your information to any other third parties unless: -

- We have your permission
- We have to share by law
- We have good reason to believe that failing to share the information will put you or someone else at risk of serious harm or abuse
- We hold information that is essential to prevent, detect, investigate or punish a serious crime

Please ask our staff if you have any concerns or would like further information. Alternatively you can contact the Information Governance Team, Mary Seacole Building, Willerby Hill, Willerby, HU10 6ED, Tel: 01482 477854 or email: HNF-TR.IGTeam@nhs.net.

National Record Locator

The National Record Locator (NRL) is a service managed by NHS England. It helps approved health and care staff across England find up-to-date information about your care. This means you can get safer and more joined-up care, especially if you see more than one team.

The NRL does not hold your medical records. Instead, it shares pointers, simple links that show where your information is held. This helps stop extra copies being made and makes sure staff can see the most recent version securely.

We share and receive information through the Yorkshire and Humber Care Record (YHCR). As YHCR is part of the NRL, information we share with YHCR may be visible to other authorised health and care providers in England.

To find out more about what we share, see the Yorkshire and Humber Care Record section of this notice. You can also see a full list of NHS services using the NRL in the [NHS England Controller Catalogue](#).

To opt out of the NRL please contact us and we will get in touch with the YHCR on your behalf. Alternatively, you can contact the YHCR yourself on: hnf-tr.yhcr@nhs.net.

Integrated Care Board (ICB)

ICBs are responsible for planning the health needs of their patients, and for paying to keep their local health services running. Information in computerised form is sent to ICBs, with your name and address removed, but including NHS numbers and postcodes. Exactly the same information is sent to the Office of National Statistics which produces information about the performance of hospitals.

East Riding Health & Care Partnership and Hull Health & Care Partnership

The Trust works with both Hull and East Riding Health and Care Partnerships. Information will be shared amongst partners to support strategic, tactical and operational level decision making for the benefit of the people of Hull and East Riding. Partners in the Partnerships may share information for the following purposes:

- Understanding demand for public services.
- Determining the heaviest users of public services.
- Ensuring that appropriate agencies are engaged within their statutory remit with individuals.
- Commissioning partners to undertake interventions within their statutory remit.
- Improved shared decision making at a strategic, tactical and operational level, specifically at an individual person / patient level for direct care
- Monitoring the effectiveness of interventions.

Each flow of information will be supported by a data protection impact assessment. Only the minimum data required to fulfil the purpose will be shared between Partners and where possible aggregated, anonymised or pseudonymised data will be used. If partners need to share identifiable data they will, wherever possible, obtain consent from an individual prior to the sharing to satisfy Common Law Duty of Confidentiality however, there may be times when this is not achievable and the benefits of sharing outweighs obtaining consent in advance. As soon as is practicable, informed consent will be obtained.

The organisation wanting to share data is responsible for obtaining and recording informed consent. If consent is subsequently withdrawn that agency is responsible for informing partners promptly.

Partners include but are not limited to NHS Humber & North Yorkshire Integrated Care Board, General Practices, Acute Trusts, Social Care Providers and Voluntary Sector Providers within the geographical areas.

Integrated Neighbourhood Teams (INT)

The INT framework involves health and care teams from across primary care, community care, mental health and social care as well as third sector partnerships, working together in collaboration to improve wider population health and reducing health and social inequalities.

The primary aims of Integrated Neighbourhood Teams as defined by the Fuller Report are:

- streamlining access to care and advice for people who get ill but only use health services infrequently: providing them with much more choice about how they access care and ensuring care is always available in their community when they need it
- providing more proactive, personalised care with support from a multidisciplinary team of professionals to people with more complex needs, including, but not limited to, those with multiple long-term conditions
- helping people to stay well for longer as part of a more ambitious and joined-up approach to prevention.

If a Partner thinks an individual would benefit from the INT framework, then where possible the individual will be informed that they will be discussed by the organisation raising a concern and will have the opportunity to object to their information being shared.

National Screening Programmes

The NHS provides national screening programmes so that certain diseases can be detected at an early stage. These screening programmes include bowel cancer, breast cancer, cervical cancer, aortic aneurysms, diabetic eye screening service etc

The law allows our GP practices to share your contact information with NHS England so that you can be invited to the relevant screening programme.

This processing is **necessary to perform a public task** (UK GDPR Article 6(1)(e)) and **necessary for the provision of health or social care treatment** (UK GDPR Article 9(2)(h)).

For more information, please see

[National population screening programmes: the information we use and why, and your options - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/national-population-screening-programmes-the-information-we-use-and-why-and-your-options) and [Population screening programmes - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/population-screening-programmes)

Research

Sometimes we undertake studies for which we may ask you for additional co-operation; these studies may involve you in extra tests or visits to the hospital. You always have a

choice whether or not to be involved after being given detailed information. If you choose not to take part this will not affect your future treatment in any way.

Please [click here](#) for further information about patient information and health and care research.

National Drug Treatment Monitoring Scheme

The Trust shares information about drug and alcohol treatment with the National Drug Treatment Monitoring Scheme (NDTMS). This is only done with the explicit consent of the patient. For further information, please see [NDTMS: privacy notice - GOV.UK \(www.gov.uk\)](#)

Primary Care Networks

Our practices are part of a Primary Care Network (PCN). Practices within the PCN work together to create more collaborative workforces which ease the pressure of GP's, leaving them better able to focus on patient care.

Primary Care Networks form a key building block of the NHS long-term plan. Bringing general practices together to work at scale has been a policy priority for some years for a range of reasons, including improving the ability of practices to recruit and retain staff; to manage financial and estates pressures; to provide a wider range of services to patients and to integrate with the wider health and care system more easily.

This means we may share your information with other practices within the PCN to support the provision of care and treatment. For example, if you attend a clinic appointment at another practice within the PCN, it is essential that the treating clinician has access to your health record.

The PCN employs health care staff to support practices to improve patient care. PCN health care staff may need access to patient level data to perform their role for the practice. For example, to review patient data to support Early Cancer Diagnosis as required by the PCN contract. Further information can be found [NHS England » Network Contract DES](#). The PCN staff will be acting as our data processor and are covered by a data processing agreement.

OpenSAFELY

NHS England has been directed by the Government to establish and operate the OpenSAFELY service. This service provides a Trusted Research Environment that supports COVID-19 research and analysis.

Trust GP practices remains the controller of its own patient data but is required to let researchers run queries on pseudonymised patient data. This means identifiers are removed and replaced with a pseudonym, through OpenSAFELY.

Only researchers approved by NHS England are allowed to run these queries and they will not be able to access information that directly or indirectly identifies individuals.

Additional information about OpenSAFELY can be found at [The NHS England OpenSAFELY COVID-19 service - privacy notice - NHS England Digital](#).

Students

From time to time, staff caring for you may be accompanied by students for teaching purposes. You have the right to refuse the presence of a student. If you have strong feelings about this or require any further information do not hesitate to let staff know.

Clinically-Led workforcE and Activity Redesign (CLEAR)

The Trust is taking part in the [Clinically-Led workforcE and Activity Redesign \(CLEAR\) | Health Education England \(hee.nhs.uk\)](#) to look at new ways of working and delivering care. This will involve disclosing de-identified patient data to 33n, the company supporting the programme. Data will include a local patient identifier, referral ID, ethnicity, gender, age, structured health data. This is covered by an information sharing agreement and all data will be held and transferred securely. For further information on how 33n will process this data [CLEAR and data privacy - CLEAR \(clearprogramme.org.uk\)](#)

SMS Text messaging, telephone, email and videoconferencing

Your contact details are important to us; ensuring that we can contact you by telephone, text or email in regard to appointment bookings, appointment cancellations and as a means of reminding you of your forthcoming appointments. We may also send messages to:

- Ask you to call the service at a convenient time.
- Request an image or form to be submitted to support your health care
- Communicate advice to you (e.g. updated GP practice opening hours)
- Communicate negative (clear) test results
- Send surveys and questionnaires e.g. Friends and Family test survey

The contact information we store will only be used by us in relation to your care and treatment. We will not pass on your information to any other party. You will be asked for your preference to contact you in this way.

We may offer you a consultation via telephone or videoconferencing. By accepting the invitation and entering the consultation you are consenting to this. Your personal/confidential patient information will be safeguarded in the same way it would with any consultation.

Sending Data to other countries

Sometimes your data may be processed outside of the UK. In most circumstances it will remain in the European Economic Area (EEA) and will have the same protection as if processed within this country. When it is outside the EEA we will identify the data protections in place prior to transfer.

Your rights

We will ensure your rights are respected. You have the right to:

- Be informed – we will tell you what we do with your information. We do this through notices like this, service information leaflets, notices on our website and posters.
- Rectification - we will correct any personal information if it is inaccurate or rectify any data that is incomplete.
- Object – you have the right to object how we process your information. Your objection will be considered in relation to your particular situation. We will stop processing unless there is a legitimate reason for us not to e.g. we need to process your data to provide you with safe care.

If you would like to raise an objection about how we process your information, please speak to your health professional or alternatively write/email the Information Governance Team at the below address.

- Restrict processing - we will temporarily restrict processing your data, whilst we check the information, if you query the accuracy of it. We will also restrict processing (if you raise an objection to how we process your data) whilst we consider your objection.
- Access – you can ask for copies of information we hold about you. This is called a subject access request.

How you can access your records

If you would like to request a copy of your medical record, please complete our [Access to Health Records Form](#) and send to Medical Records Department, Mary Seacole Building, Trust Headquarters, Willerby Hill, Hull, HU10 6ED or Email HNF-TR.S-A-R@nhs.net

How long we keep your information

All records held by the NHS are subject to the [Records Management Code of Practice](#) (the Code). The Code sets out best practice guidance on how long we should keep your patient information before we are able to review and securely dispose of it.

Complaints

If you have any concern about how we have handled your data you can contact our Complaints and Feedback Team on Tel. 01482 303930 or hnf-tr.complaints@nhs.net

Additionally, you have the right to raise a complaint with the Information Commissioner's Office (ICO), Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Helpline: 0303 123 1113 or report online at: <https://ico.org.uk/make-a-complaint/data-protection-complaints/>

Freedom of Information

The Freedom of Information Act 2000 provides any person with the right to obtain information held by Humber NHS Foundation Trust, subject to a number of exemptions. If you would like to request information from us, please contact:

Freedom of Information, Mary Seacole Building, Willerby Hill, Willerby, HU10 6ED

or complete our online form available at [Freedom of Information Enquiry Form | Humber Teaching NHS Foundation Trust](#)

Please note: if your request is for information we hold about you (for example your health records), please instead see above under “How you can access your records”.

Information Governance enquiries

Please contact: Information Governance, Humber Teaching NHS Foundation Trust, Mary Seacole Building, Willerby Hill, Beverley Road, Willerby, HU10 6ED.

Tel. 01482 477854 or email: HNF-TR.IGTeam@nhs.net.

Lisa Davies, Data Protection Officer, Humber Teaching NHS Foundation Trust, Mary Seacole Building, Beverley Road, Willerby Hill, Willerby, HU10 6ED.

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