

What happens to my personal information?

How we keep your personal information secure and make sure it is only used for appropriate reasons.



We aim to provide you with high quality healthcare. To help us do this, information about your treatment is kept on a secure computer system that can be accessed by staff involved in your care.

The information we keep is used as part of your treatment and also to see how we can improve our services.

You have the right to:

- › Confidentiality under the Data Protection Act 2018 (as amended), the Human Rights Act 1998 and the common law duty of confidentiality
- › Ask for a copy of all the records held about you, either on paper or electronically

We have a duty to:

- › Maintain full and accurate records of the care we provide to you.
- › Keep records about you confidential, secure and accurate.
- › Provide information in a format that is accessible to you.

It is good practice for people in the NHS who provide your care to:

- › Discuss and agree with you what they are going to record about you.
- › Give you a copy of letters they are writing about you.
- › Show you what they have recorded about you, if you ask.

Using information in reports

All NHS services like ours are required to send data each month to NHS Digital. This is so we can compare how we are doing to other services and help the NHS in planning services across the country and carrying out research. Reports produced by NHS digital do not reveal an individual's identity but show total numbers for example how many people are receiving different treatments.

If you do not want your information included you can register here www.nhs.uk/your-nhs-data-matters/manage-your-choice. You do not need to tell your therapist and it will not affect your treatment in any way.

If you would like to see the information about you on our local system then please ask the therapist you are working with.

You can call the NHS Digital customer services centre for more information on patient confidentiality: 0300 303 5678 or visit www.nhs.uk/your-nhs-data-matters.

More detailed information about how we use your data can be found on www.westlondon.nhs.uk/privacy-statement.

Confidentiality

We have a legal duty to keep your information confidential.

We share information with your GP and other healthcare providers to give you the best possible care. We do not give other organisations (e.g. housing) information about you without your consent.

However, if there are circumstances where you or someone else might be at risk of significant harm, we may have a legal duty to share information with other organisations.



0300 123 1156



www.backontrack.nhs.uk



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This information in this leaflet is known as a privacy notice under the Data Protection Act 2018 (as amended).

West London NHS Trust is the 'data controller' and can be contacted at:

Trust Headquarters
1 Armstrong Way
Southall
UB2 4SA
Tel: 020 8354 8354



West London
NHS Trust