

### For further information

If you have any questions about how the Foundation Trust uses your information, who uses it and where the information may have gone please do not hesitate to ask. We encourage you to speak to your Care Coordinator. All NHS Trusts have a Caldicott Guardian. This is the person who oversees the systems to keep information safe and secure. To contact the C&I Caldicott Guardian:

#### Caldicott Guardian

Camden and Islington NHS Foundation Trust  
2nd Floor, East Wing,  
St Pancras Hospital  
4 St Pancras Way  
London, NW1 0PE  
**Phone:** 020 3317 3227  
**Fax:** 020 3317 3230

### Further general information

Department of Health  
[www.doh.gov.uk](http://www.doh.gov.uk)

Caldicott Guardians:  
[www.dh.gov.uk/en/Managingyourorganisations/informationpolicy/patientconfidentialityandcaldicottguardians/DH\\_4100563](http://www.dh.gov.uk/en/Managingyourorganisations/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:

**Phone:** 01625 545 745  
[www.ico.gov.uk](http://www.ico.gov.uk)

For further advice about issues in this leaflet contact:

#### Information Governance Manager

Camden and Islington NHS Foundation Trust  
3rd Floor, West Wing,  
St Pancras Hospital,  
4 St Pancras Way,  
London NW1 0PE.  
**Phone:** 020 3317 3115  
**Fax:** 020 3317 2730

**Email:** [Information.Governance@Candi.nhs.uk](mailto:Information.Governance@Candi.nhs.uk)

If you would like further information about C&I services or want to raise an issue or concern, please contact:

#### Advice and Complaints Service (Formerly PALS)

**Phone:** 020 3317 3117

**Email:** [complaints@candi.nhs.uk](mailto:complaints@candi.nhs.uk)

Further information on this subject is also available on our website:

[www.candi.nhs.uk/about-us/freedom-of-information-and-data-protection/](http://www.candi.nhs.uk/about-us/freedom-of-information-and-data-protection/)



# How We Use Your Information

**Information for Service Users regarding Your Rights, Our Responsibilities and how we use your Health Data**



**A Partner of University College London**

## 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. These are considered medical purposes under the Data Protection Act 1998, which defines “medical purposes” as including “preventative medicine, medical diagnosis, medical research, the provision of care and treatment, and the management of health care services”.

Information from your records may be made available in an anonymised form to approved researchers within C&I and its partner research organisations (such as the University College London). This is used for research aimed at understanding the causes and consequences of mental health problems, and finding better ways to treat mental health problems and improve the lives of those affected. For more details on how we do this, and details of how to opt out if you want to, please see the leaflet “*Taking part in research*”.

Some research studies involve meeting the researchers – for example, for questionnaires, interviews, computer games, blood tests, puzzles, brain scans, or completing a diary. In these cases you will be approached to see if you would like to take part. You can choose how this happens (researchers writing to you directly if they think you

might be suitable for a research project, or your care-giving team talking to you about research, or not at all). Please see the leaflet “*Taking part in research*” and the decision form “*Would you like to be contacted about research?*”.

You do have the right to prevent processing and sharing of your information. However, the professionals involved in your care may encounter difficulties and delays if they are unable to share information.

## 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 fulfil 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.