

Your Legal Rights- GDPR

You have rights under data protection laws and General Data Protection Regulation. Under certain circumstances, you can:

- **Request access** to your personal data (commonly known as a Subject Access Request). This enables you to receive a copy of the personal data we hold about you and to check we are lawfully processing it.
- **Request correction** of the personal data that we hold about you. This enables you to have any incomplete or inaccurate information corrected. We may need to verify the new data you provide.
- **Request erasure** of your personal data. There are exceptions because your health and care providers are legally required to maintain your records in accordance with the Record Management Code of Practice for health and social care.
- **Withdraw consent** at any time where we rely on your consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdrew consent.
- **Object to processing** of your personal data where we are relying on a legitimate interest (or those of a third party).
- **Request restriction** so that we suspend the processing of your personal data in certain scenarios.

If you wish to exercise these rights and discuss them further, please contact us at: Information.Request@candi.nhs.uk

Freedom of Information

The Freedom of Information Act 2000 provides any person with the right to obtain information held by the Trust, subject to a number of exemptions. The Trust aims to respond to Freedom of Information requests within 20 working days. If you would like to request information, please email: freedom.information@candi.nhs.uk

National Data Opt-Out Programme

The Trust is one of many organisations working to improve care for patients and the public. The information collected about you when you use NHS services can be provided to other approved organisations, where there is a legal basis, to help with:

- Planning services
- Improving care
- Research into developing new treatments and preventing illness

You have a choice about whether you want your confidential patient information to be used in this way.

You can find out more about the use of confidential personal information and register your choice to opt out by visiting: www.nhs.uk/your-nhs-data-matters

Want to know more...

For further information and to access C&I's Privacy Notice, please visit 'How we handle your information' at: <https://www.candi.nhs.uk/>

How we handle your personal information

A Patient Guide
Information Governance

Talk to us

This leaflet explains:

- Why we collect information about you and how it is used
- How we keep your personal data confidential
- Your rights to see your records

Introduction

We take our duty to protect your personal information and confidentiality very seriously. We are committed to taking all reasonable measures to ensure the confidentiality and security of personal data for which we are responsible, whether digital or on paper.

At Trust Board level, we have appointed a Senior Information Risk Owner, who is accountable for the management of all information assets and any associated risks and incidents. The Trust also has a Caldicott Guardian who is responsible for the management of patient information and patient confidentiality. In addition, C&I has a Data Protection Officer who is responsible for overseeing the Trust's data protection strategy and implementation to ensure compliance with General Data Protection Regulations (GDPR) requirements. They can be contacted at: Information.Request@candi.nhs.uk

Why we collect information about you?

We need to collect information about you to provide you with health and care services. This is in accordance with the statutory obligations under the NHS Act 2006 and the Health and Social Care Act 2012.

The lawful basis for processing personal data are in the GDPR.

We collect and process your personal data for a variety of purposes as outlined in the Trust Privacy notice available on the C&I website: <https://www.candi.nhs.uk/>

'#Cyber care'

'Keeping your information secure'

Legal basis for processing include:

Contract: the processing is necessary for a contract we have with you

Legal obligation: the processing is necessary for us to comply with the law (not including contractual obligations)

Vital interests: the processing is necessary to protect someone's life

Public task: the processing is necessary for us to perform a task in the public interest or for our official functions

Health purposes: the processing is necessary for the purposes of preventive or occupational medicine, for the assessment of working capacity of an employee, medical diagnosis, the provision of health or social care treatment or the management of health or social care services.

We also process personal information to help us to:

- Get your feedback on services and assess the quality of care you have received
- Match data under the national fraud initiative
- Do research and allow our patients to take part in research projects and programs
- Support and manage our employees
- Analyse statistics to review NHS performance and key performance indicators
- Monitor the quality of care and services across the NHS
- Help plan and develop strategic direction for the future delivery of our NHS service
- Teach and train healthcare professionals
- Safeguard - Local Authorities have a duty to make enquiries where an adult is experiencing, or is at risk of, abuse or neglect and a duty to collaborate with partners.
- Maintain CCTV systems for crime prevention

Data Security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a legal basis to see it. We put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so

How can you access your records?

The Data Protection Act 2018 gives you a right to access the information we hold about you on our records. You can request this information by contacting the information governance department on: Information.Request@candi.nhs.uk

We do not charge for requests for information under the Data Protection Act 2018 and are required to comply within 30 days.

Please complete the application form available in the Trust Privacy Notice by visiting 'How we handle your information' at: <https://www.candi.nhs.uk/>

The Trust will need to verify your identity and may request copies of official documents in addition to your signature.