

Your right to confidentiality

You have the right:

- To confidentiality under the Data Protection Act 1998, General Data Protection Regulations, the Human Rights Act 1998, the NHS Constitution and care record guarantee, and the common law duty of confidence (the Disability Discrimination and the Race Relations Acts may also apply);
- To ask for a copy of all records about you held in paper or electronic form; or
- To choose someone to make decisions about your healthcare if you become unable to do so.

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; and
- Provide information in a format that is accessible to you.

How can you help us share your information?

- Allow us to share as much information about you as we need to provide you with healthcare.
- Help us to make sure that we have identified you correctly by telling us if any information in your record is wrong.

If you have any concerns about the use of your information please contact us.

- ☎ : 01872 221102
- ✉ : enquiries.kernowcic@nhs.net
- 🌐 : www.kernowhealthcic.org.uk

Kernow Health CIC, 1st Floor Cudmore House,
Oak Lane, Truro, TR1 3LP

You can also contact the Information Commissioner:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
0303 123 1113



How We Use Your Information



This leaflet explains why we collect information about you and how it is used, your right to see your personal information and your right to confidentiality

Why we collect information about you and how it is used

Kernow Health CIC collects information about treatment and care in the following areas; services for childrens and adults, and safeguarding for both children and adults. This information enables us to commission the appropriate and relevant services to support your health and social care. They may be written down or held on a computer. These records may include:

- Basic details about you e.g. name, address, date of birth and next of kin;
- Any contact we have had with you such as hospital or clinic visits;
- Details and records about your treatment and care; and
- Relevant information from people who care for you and know you well.

Some information will be used for statistical purposes. We take strict measures to ensure that you cannot be identified.

People who have access to your personal information use it to:

- Provide a good basis for all health and social care support decisions;
- Make sure your health and social care is safe and effective; or

- Work effectively with others to provide you with health and social care

Others may also need to use records to:

- Check the quality of care (such as a health record audit)
- Protect the health of the general public;
- Keep track of NHS spending;
- Manage the health service;
- Help investigate any concerns or complaints you or your family have about your health and social care;
- Help with research

Sharing your information

We will not share personal information that identifies you (particularly with other government agencies) for any reason other than providing your health and social care, unless:

- You ask us to do so;
- We ask and you give us specific permission,
- For direct care purposes;
- We have to do this by law;
- We have special permission for health or research purposes; or
- We have special permission because it is in the public interest

You can decide:

- Not to share the information in it;

- To share the information in it with others providing you with care; or
- To add information to your record that you would like included

You should discuss the implications of choosing not to share your record with a clinician, but be reassured that we will continue to provide you with safe efficient care. You can also change your mind at any time. Please contact us if you don't want us to share your information.

Your right to see your personal information

When we receive a request from you in writing, we must normally give you access to everything we hold about you.

We may not give you confidential information about other people, or information that a healthcare professional considers likely to cause serious harm to the physical or mental health of you or someone else.

We will provide other ways for you to apply to see your records if you cannot do so in writing.

