



- Only staff working with you can see your information.
- Staff will have training about GDPR.
- Staff will read the policies on data security.



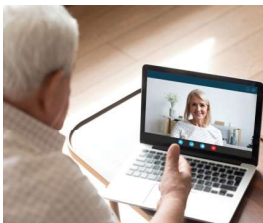
### If you need health care outside of the UK

If you need health care when outside the UK we will tell you how we will send your information safely.

### If you are unhappy about how Oxleas uses your information



You should contact the Trust's Data Protection Officer. If you are still unhappy you have the right to complain to the Information Commissioner's Office (ICO).



You can contact the ICO by calling them on **0303 123 1113** or via their website for live chat which is <https://ico.org.uk>

# Why Oxleas has to collect, use and share information about you (Privacy statement)

## Easy read information





The way Oxleas uses your personal information is covered by a law. **The law is called the General Data Protection Regulations or GDPR**



The law says we should tell you:

- why we need your personal information.
- how we use your personal information.
- if we need to share your personal information. For example doctors or social workers.



## What is personal information?

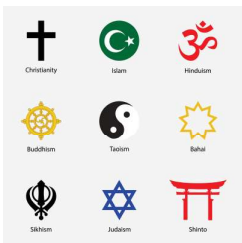
Personal information includes your:

- name, date of birth, NHS number.
- address, telephone number, email address.
- family or carer contact details.



Other information to be collected will include your

- **race or ethnic origin:** English, Chinese, African.
- **religion:** Christian, Muslim, Sikh.
- **identity:** being gay, straight, transgender.



## Using personal information at a national level

Sometimes your personal information may be used for other reasons:



- finding out about new medicines known as research.
- improving the care you receive.
- looking at new health services.

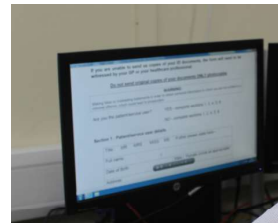


You can decide if you do not want your information to be used for these reasons. This is called 'opting out'.

For more information visit

[www.nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters)

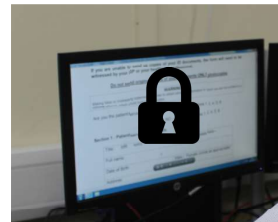
## Keeping your personal information on our systems



Your information may be kept on on a computer.

## Keeping your information safe

- Staff must make sure your information is kept safe at all times. This is the law.
- Information about you is kept for as long as the department of health tell us to keep it.





- council staff who decide where money is spent on healthcare.
- council staff who make sure you are looked after in a safe way.
- police.
- charities.
- people who help with signing.
- someone who speaks your language.



We only use your information for the reason it is collected. If we need to use your information for another reason we will talk to you first.

## Your rights

You have the right to:

- ask for a copy of your personal information.
- ask us to correct any information that we have about you that may be wrong.
- ask us how we use your information.
- let us know if you have any worries.
- ask us to move your information to another organisation.



- **health needs for example:**
  - hearing loss, having a disability, eyesight and dental problems.
  - medicines, allergies.
  - medical history: hospital visits, operations.
  - care plans, crisis plans, support plans.

## We may also collect the following information from

- your doctor, dentist, optician, hospital doctor.
- your therapy or health sessions with Oxleas staff.
- your family and carers.
- CCTV or Body Worn Cameras.
- phone calls you may make to Oxleas staff.

## How does the new law protect this information?

Oxleas staff will collect this information to make sure you get the right care to get better. The law says that Oxleas staff must use this information for the right reason.



Oxleas staff must also keep this information:

- up to date
- safe and secure
- for as long as it is needed.



It is also important that your information is correct. Please tell Oxleas staff if information changes like your address or doctor.

If you have any questions about your personal information you can contact

### **The Data Protection Officer**

(Oxleas NHS Foundation Trust) on **01322 299872**

email: [oxl-tr.dpo@nhs.net](mailto:oxl-tr.dpo@nhs.net)

write to the officer at **Bracken House, Bracton Lane, DA2 7AF**



### **How and why staff use your personal information**

The law says that Oxleas must have reasons to collect your personal information.

Here are the reasons:

- to make sure your medical history is up to date and correct.



- provide you with good and safe care to get better.
- make sure you get the right care by working with other people like your doctor or social worker.
- check how you want to be contacted: phone, letter, email.
- be able to check CCTV or Body Worn Cameras in case of safety worries for service users and staff.
- follow up if there is a complaint or safety concern.
- collect information from patient records to improve the care of patients.
- carry out research about diseases and illnesses.



### **Sharing your information**

We may need to share your personal information with people or organisations when it is about your health. They include your family, carer or friends.

Anyone speaking for you such as:

- your advocate, lawyer, solicitor.
- your doctor, hospital or ambulance staff.

