

# Privacy Notice (Fair Processing Notice)

## Introduction

Your GP, hospital, community health, mental health and social care teams may all hold important information about your care, but these records have not always been easily accessed between different services.

*My Care Record* provides the health and care professionals who are directly involved in your care with secure electronic access to the information they need to make the best decisions about your care, even if they work for a different service or in different locations. For example, a doctor treating you in hospital or a nurse working in the community could view the information they need from your GP record.

Information about you will only be accessed by health or care professionals who are directly involved in your care. Health and care professionals may access your records from different services to improve the care you receive as a whole.

In some areas, information will be used to help to research and plan how we deliver care for the whole population. In these cases, your name or any other recognisable information about you are not used so no-one working with the information would be able to identify you. More information about the areas where your information may be used in this way can be found on the *My Care Record* website [mycarerecord.org.uk](http://mycarerecord.org.uk).

You can object to your information being made available through *My Care Record*. Only health and care professionals involved in your care are allowed to access your information. These people are viewing your record to give you the best quality care they can.

If you do however still want to object, please contact the organisation who holds the records which you do not want to be shared. For example by talking to your GP, hospital consultant or social worker.

Categories of Personal Data Processed	Lawful Basis for Processing
<p>Processing of Personal and Special Category information to be acquired from the provider systems and accessed across participating health and care organisations in support of direct care by participating partner organisations.</p>	<p>Health and care partner organisations adopt the following as the lawful basis for processing:</p> <ul style="list-style-type: none"> <li>• GDPR Article 6(1) d - Vital interests</li> <li>• GDPR Article 6(1) e - Exercise of official authority (“processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller”)</li> <li>• Special Categories – Sensitive Information</li> <li>• GDPR Article 9(2) h - Health or social care provision.</li> <li>• GDPR Article 9(2) b may apply</li> <li>• Processing Personal Information</li> <li>• For the purposes of safeguarding children and vulnerable adults</li> <li>• Common Law Duty of Confidentiality</li> </ul>

## What information will be accessed under *My Care Record*?

Your records will include information as detailed below, but is not exclusive to:

- Name, address, NHS number and phone number
- Medical Conditions
- Treatment provided and contact the individual has had with the organisation
- Care Plans
- Emergency department treatment
- Discharge Summaries
- Medication Reviews
- Medical Reports
- Care and Support plans
- Care plans reviews - adult social care assessments
- Results of investigations, such as x-rays, scans, and laboratory tests.

Each partner organisation participating is responsible for the information they share/ access within the shared environment, including personal and special category data incorporated from individual records held by partner organisations.

All partners are subject to a number of legal obligations to ensure that the processing of personal information remains lawful. This includes, legislation, standard, statutory and non-statutory guidance. For a full list please visit our website [www.mycarerecord.org.uk](http://www.mycarerecord.org.uk).

## Record Retention

Personal data is stored securely for the duration specified by the NHS Digital / Information Governance Alliance (IGA) Retention schedule. Once information that is held has been identified for destruction it will be disposed of in the most appropriate way for the type of information it is.

## Complaints

All partner organisations have complaints procedures. If you wish to make a complaint, please contact your direct care provider such as your GP, hospital consultant, social worker or speak to their PALS (Patients Advisors and Liaisons Services) / Complaints department. Individuals also have the right to make a complaint to the Information Commissioner's Office regarding breaches of confidentiality.

For independent advice about data protection, privacy, data sharing issues and your rights you can contact:

**Information Commissioner's Office;**  
Wycliffe House, Water Lane,  
Wilmslow, Cheshire, SK9 5AF

**Telephone:** 0303 123 1113 (local rate)  
or 01625 545 745

**Email:** [casework@ico.org.uk](mailto:casework@ico.org.uk)

**Visit the ICO website:** <https://ico.org.uk/>

## Access to your information

*My Care Record* is simply a reflection of your individual records held by the partner organisations as listed on *My Care Record* website [www.mycarerecord.org.uk](http://www.mycarerecord.org.uk), should you require access to your records held by these organisations, please contact them directly. Please contact your own General Practice directly for a copy of your GP record.

## Who is involved?

You can find further information and the full list of partner organisations involved in *My Care Record* with their contact details on our website [www.mycarerecord.org.uk](http://www.mycarerecord.org.uk).