



Royal Free London
NHS Foundation Trust

How we use and share your information

Information for patients

This leaflet answers common questions about how we use and share information about you or your health.

What do we mean by 'data'?

Data is any information about you or your health. It can mean your name, your date of birth, NHS number or your address. It can also mean your blood test results or results of any other tests carried out such as a scan or your medical history.

How do we use your data?

When you come to hospital we ask you for information about yourself. Clinicians, such as doctors and nurses, need to find out as much as possible about your health so they can provide the best treatment for you. This information is recorded and used in many different ways. It allows us to contact you if we need to, and it allows us to make an accurate diagnosis and give you appropriate treatment.

Who we share your data with

We share data with other healthcare organisations such as GPs or other hospital trusts in order to ensure continuity of care. We also share data with a number of different expert organisations. The data is only ever shared on a 'need to know' basis so we can deliver appropriate treatment. We have a number of data sharing agreements with organisations which provide a range of different services for the trust and enable us to provide the best quality care. This includes IT organisations, those which process blood test results or provide clinical alerts which help staff make quick diagnoses and the company that provides the trust email system.

What rules do we follow?

The Data Protection Act and General Data Protection Regulation control how your personal information is used by organisations, businesses or the government.

Under the Act the Royal Free London NHS Foundation Trust is defined as a 'data controller' of personal information, which means we are responsible for the data. We collect information to help us provide and manage healthcare to our patients. The organisations we share data with are known as the data processors.

The trust is registered with the Information Commissioners Office (ICO), which regulates how information is shared (registration number Z6460180). There is more information about the ICO below.

At the trust there is a Caldicott Guardian, a data protection officer and a senior information risk owner who all have a responsibility to ensure patient data is kept safe and only shared with those who need to see it.

Who is the Caldicott Guardian?

The trust's Caldicott Guardian is Dr Kilian Hynes. A Caldicott Guardian is a senior person responsible for protecting the confidentiality of patient information and enabling appropriate information-sharing. Each NHS organisation is required to have a Caldicott Guardian.

Caldicott Guardian email: kilian.hynes@nhs.net

Who is the data protection officer?

The trust's data protection officer is Mr Tosh (Subir) Mondal. The data protection officer is a designated person within an organisation who is responsible for ensuring that the organisation complies with the Data Protection Act and General Data Protection Regulation.

Data protection officer email: smondal@nhs.net

What is a data or information sharing agreement?

A data sharing agreement is a signed agreement which sets out the rules for sharing data. The agreement is between the data controller (The Royal Free London) and another data controller or a data processor – the third party organisation that uses the data to help us provide care.

How do we share data with the data processor?

The majority of the time data is shared electronically using industry standard security techniques. Occasionally there is paper based sharing such as post or secure courier.

What happens if we make a mistake?

If we disclose your data to someone who is not authorised this could be reported to the Information Commissioner's Office (ICO), which is a national regulator for information. The ICO will investigate any claim that there has been a breach of the data protection rules.

The trust has an obligation to report serious breaches of data protection rules to the ICO itself.

How can I access information recorded about me?

Under the Data Protection Act individuals have a right to access information that is held about them by an organisation.

If you have undergone medical treatment at Barnet Hospital, Chase Farm Hospital or the Royal Free Hospital, find out about how to access your health records by visiting our website: www.royalfree.nhs.uk/patients-visitors/your-health-records

Further information

More information about how we use patient information is available on our website at:

www.royalfree.nhs.uk/patients-visitors/how-we-use-patient-information

You can also find our privacy notice online at:

www.royalfree.nhs.uk/patients-visitors/privacy-notice

How do I raise a concern?

To raise a concern with us, please contact the patient advice and liaison service (PALS) at:

Barnet Hospital and Chase Farm Hospital

Post:

PALS

Royal Free London NHS Foundation Trust

Barnet Hospital

Wellhouse Lane

Barnet, EN5 3DJ

Tel: 020 8216 4924 **Fax:** 020 8216 4697

Email: bcfpals@nhs.net

Royal Free Hospital

Post:

PALS

Royal Free London NHS Foundation Trust

Royal Free Hospital

Pond Street

London, NW3 2QG

Tel: 020 7472 6446/6447; (020 7472 6445 – 24 hour answer phone)

Fax: 020 7472 6463

SMS: 447860023323 (Deaf, hard of hearing and hearing impaired patients only)

Email: rf.pals@nhs.net

You can also contact the Information Commissioner's Office, the UK's independent body set up to uphold information rights.

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow, Cheshire
SK9 5AF

Website: <https://ico.org.uk/for-the-public/>

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

Your feedback

If you have any feedback on this leaflet, please email:
rf.communications@nhs.net

Alternative formats

This leaflet is also available in large print. If you need this leaflet in another format – for example Braille, a language other than English or audio – please ask a member of staff.

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