

Collecting, using and keeping your information secure

What information do you collect?

Imperial College Healthcare NHS Trust provides acute and specialist care in five hospitals (Charing Cross, Hammersmith, Queen Charlotte's and Chelsea, St Mary's and Western Eye) and a growing number of community services in North West London. When you attend one of our hospitals or services, information is recorded about you on paper and electronically. This includes details about:

- your identity - name, date of birth, NHS number
- how to contact you - address, telephone, email address
- your 'next of kin' - a close relative or friend
- A&E visits, hospital admissions or clinic appointments
- scans, X-rays or tests
- your diagnosis or treatment
- any allergies or health conditions

Any information that identifies you personally is known as 'personal data'. We collect this personal data to build your health record. These records are collected and used by our staff to help them provide your care.

Under data protection law, we are the 'data controller' of the information we hold about you and we are responsible for determining how it will be used to perform our legal duty. We are registered with the Information Commissioner's Office as a data controller. Click [here](#) to see the Trust's certification.

Why do you collect my information?

1. We want to provide you with the best possible care. Accurate and up-to-date information allows:

- doctors, nurses and other healthcare professionals to decide the best possible treatment for you.
- us to review and improve the quality of our care and services.
- your care to be continued safely if you are seen by clinicians in another of our services or hospitals or in a partner health and care organisation.
- your concerns to be properly investigated if you want to raise a concern or make a complaint.

2. We share your information with other NHS organisations to contribute to planning or service improvement. The collection of NHS statistics allows those organisations to plan for the future and ensure that the needs of patients are met nationwide.

3. We use your information in medical research undertaken by our staff or one of our research partners. This helps researchers to understand how to diagnose illnesses earlier and to develop new treatments. We aim to apply research discoveries to healthcare as quickly as possible in order to improve the lives of our patients and the wider population.

Researchers will not be allowed to use information that identifies you personally - such as your name, address and contact details – unless you have given explicit, informed consent.

What are your legal duties as an NHS Trust?

Providing you with care

We exercise our official authority under the National Health Service and Community Care Act 1990 by collecting, using and, if necessary, sharing your information in order to provide you with care.

Data protection legislation allows us to use your information in order to carry out our official authority as an NHS Trust.

Service improvement and planning

We share your information with NHS England and other central NHS organisations because they hold official authority under the NHS Act 2006.

Most of the time, they will request information that has been anonymised – where your personal details such as your contact information have been removed. If they request your personal information, they will provide us with an additional legal justification.

Medical research

Improving medical diagnosis and treatment is in the interest of communities and public health. Research undertaken by the Trust, other NHS organisations or universities is lawful because we are acting within the capacity of a public authority and performing research in the public interest.

Research sponsored by commercial companies or charitable organisations is lawful because it is within our legitimate interests as an NHS Trust to conduct this research and we will always consider how it affects your right as an individual.

Other situations

There are some situations where staff are legally required to pass on information. For instance, they will have to share information to register a birth or they may share information with the police in order to prevent a serious crime.

This table shows the legal grounds for the different purposes for using your data.

Purpose	Legal Grounds
Providing you with care	National Health Service and Community Care Act 1990, s5 General Data Protection Regulation Article 6 (1) (e) and Article 9 (2) (h)
Service improvement and planning	

	NHS Act 2006 General Data Protection Regulation Article 6 (1) (e) and Article 9 (2) (h)
Medical research	General Data Protection Regulation Article 6 (1) (e) and Article 9 (2) (g), (i) & (j) General Data Protection Regulation Article 6 (1) (f) and Article 9 (2) (g) (i) & (j)
Other situations	General Data Protection Regulation Article 6 (1) (c)

Will my information be shared with anyone else?

1. We share your information with other health and social care organisations directly involved in your care. We will always have a legal agreement in place with these organisations and ensure that your information will be held securely:

- **NHS organisations involved in your case** – we share your information with other NHS trusts, GP surgeries and other care providers involved in your treatment.
- **Non-NHS health and social care professionals** – we share your information with local authorities and social workers concerned with your care. Our aim is to ensure that other health and social care providers have access to information that supports your care.

2. We share your information with organisations involved in planning and improving your care. We provide anonymised information or require legal justification if they request information that may identify you.

- **NHS bodies** – your information may be requested by NHS bodies concerned with the planning and commissioning of healthcare services, such as, clinical commissioning groups
- **Regulatory, audit and inspection bodies** – these organisations are concerned with regulating aspects of care and deciding where improvements may be made.

3. In some situations, we use other organisations to help us process your information to help us deliver your care. We will always have a legal agreement in place with these organisations which ensures that they can only use your information as we instruct.

4. We undertake much of our research in partnership with other organisations, in particular with Imperial College London as we jointly run one of the largest biomedical research centres in England. All research with or about our patients has to be ethically approved. In order to achieve more impact, researchers may need to link your health information to other data held about you elsewhere, such as the statistics about hospital attendance collected by

NHS England. However, researchers can only use your information in the way we have permitted in advance.

We will not provide researchers with information that identifies you personally, unless you have provided explicit, informed consent to this or there is legal justification to provide this information.

What information about me stored elsewhere is shared with you?

If you are already a patient of ours, we will be able to view your 'summary care record'. This is an electronic record of key information created from your GP records. This is made available to health professionals involved in your care and as a minimum includes your: name; address; date of birth; NHS number; any allergies and current medication.

Apart from the summary care record, other NHS organisations involved in your care may share information with us to help us care for you.

We are involved in research initiatives that involve patient information from other NHS trusts. If you are not a patient of Imperial College Healthcare NHS Trust, we will not receive your identity or contact details unless you have consented to this or there is legal justification for us to be provided with this information.

How is my information handled safely?

We have a legal duty to keep your information secure. Our staff undertake annual training about information security and we have regular audits and independent reviews to make sure that we do keep your information safe.

We use other organisations to help us process your information. We make sure these organisations also comply with their legal obligations to keep your information secure, including when they are based outside of the UK. These organisations can only use your information in the way that we have instructed and they will never sell your personal information for profit.

How long do you keep my information?

The Trust complies with the Information Governance Alliance: 'Records Management Code of Practice for Health and Social Care 2016.' We will retain your information for as long as necessary to provide you with safe and effective care.

We will set a retention period for our research partners and any organisations that help us to provide your care. They must delete or return your information as soon as the purpose for which it was provided is fulfilled.

What are my rights regarding my information?

- You have the right to know how we are using your information.
- You have the right to request a copy of the information we hold about you – on paper or electronically. This is called a 'subject access request' and we will provide you with this information within one month in most cases. Because of the amount of information we hold about you, it would greatly help our staff if your request was as specific as possible. If you make multiple requests for paper copies, we may charge you a small fee for postage and packaging.

- If the information we hold about you is incorrect you have the right to have this corrected.

More information and contacts

Our Data Protection Officer is Philip Robinson, you can contact him at:
ICT Division, Charing Cross Hospital, London, W6 8RF
Email: imperial.dpo@nhs.net Telephone: 020 3311 7344

If you want to access the information that we hold about you, please email:
imperial.accesstohealthrecords@nhs.net

Imperial College Healthcare NHS Trust is a registered data controller under the Information Commissioner's Office.

You can contact the Information Commissioner's Office at:
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Website: www.ico.org.uk/concerns Telephone: 0303 123 1113