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Patient confidentiality

Your health information

We collect information about you in order to guide and administer the care you receive, to ensure:

- Your doctor, nurse or any other healthcare professionals involved in your care have accurate and up-to-date information to assess your health and decide what care you need when you visit in the future
- We can contact you for health checks (e.g. immunisation, cervical smears, breast screening or other preventative treatment)
- Full information is available should you see another doctor, or be referred to a specialist, or another part of the NHS
- There is a good basis for assessing the type and quality of care you have received
- Your concerns can be properly investigated if you need to complain

Sharing your information

You may be receiving care from other people as well as the NHS (like Social Services). We may need to share some information about you so we can all work together for your benefit. We will only ever use or pass on information about you if others involved in your care have a genuine need for it. When we pass on any information we will ensure it is kept confidential and secure.

We will not disclose your information to third parties without your permission unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires information to be passed on. Again, if we do need to disclose your information we will ensure it is kept secure.

In addition, the Trust is part of the Lancashire and Cumbria 'Information Sharing Gateway' (see separate page for further details)

How you can help

Maintaining proper records is vital to your care. If records are inaccurate this can result in delays in your treatment. It is important therefore that you provide us with complete and accurate information, and let us know if your circumstances change.

Who to contact

If you have any questions about your information or how it is used, please contact the Trust's Data Protection Officer:

Head of Information Governance / Data Protection Officer

Maglona House
Unit 68 Kingstown Broadway
Carlisle
CA3 0HA
01228 603961
information.governance@cumbria.nhs.uk

General Data Protection Regulation: Privacy Notice

North Cumbria University Hospitals NHS Trust processes information on patients in order to provide health care services, and in doing so has to comply with the Data Protection Act 2018 (DPA) and the requirements of the General Data Protection Regulation (GDPR). This means, among other things, that the data held about patients must only be used for specific purposes allowed by law. This notice is to tell you about the types of data held, why that data is held, and to whom it may be passed on.

For more information please download the Trust's [Privacy Notice](#)

You may also find the following documents helpful:

[General Data Protection Regulation \[GDPR\] leaflet explaining your rights](#)

[The Trust's Confidentiality Code of Practice](#)

[Leaflet - Protection and Use of Patient Information](#)

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Information Commissioner's Guidance (your rights under GDPR)

The Information Commissioner's Office has produced guidance for members of the public regarding your new rights under the General Data Protection Regulation which are available on the ICO website at this link: <https://ico.org.uk/your-data-matters/>

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