

## What is a Privacy Notice?



A privacy notice helps us tell you how NHS Western Isles use information we hold about you, like your name, address, date of birth and all of the notes the doctor or nurse makes about you in your health record.

From the age of 12 years old the law allows you to make some decisions about what we do with your information. In some situations we should ask your permission if we want to do anything with your information (this is known as processing). You can still ask an adult (like your Mum or Dad) for help with this if you don't understand what we are asking you.

## Why do we need one?

We need a privacy notice to make sure we meet the rules which are written in a law called the UK General Data Protection Regulation (UK GDPR for short).

## What is the UK GDPR?

The UK GDPR is a rule that was introduced in 2021. It gives us guidelines to follow and provides you with a list of your rights, like:

- The right to be told how we use your information
- The right to be told how we make sure that the information is kept safe
- The right to ask to see the information we hold
- The right to ask us to change information you think is wrong

## What information do we collect about you and how do we use it?



We collect personal information, so we know who you are and other types of information to manage a patient's health – such as your name, address, information about your parents or guardians, records of appointments, visits, telephone calls, your health record, treatment and medicines, test results, X-rays and any other information to enable us to care for you.

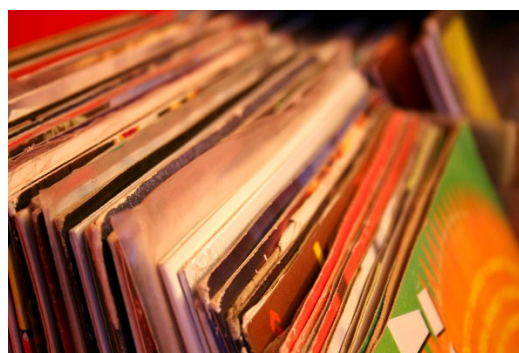
We might need to share this information with other medical teams in hospitals, for example, if you need to be seen by a special doctor or sent for an X-ray. We may be asked to help with exciting medical research, but we will always ask you, or your parents or adults with parental responsibility, if it's okay to share your information.

### **How do we keep your information safe?**



Everyone working in the NHS knows that they need to keep your information safe. Especially the information which identifies you; this might be your name or address and anything that you come to see us about. We are not allowed to share this type of information with anyone that shouldn't see it. This includes talking to them about it.

### **How can you see the information that we hold?**



Under the new UK GDPR you are allowed to ask to see your health records whenever you like, we call this a Subject Access Request (SAR for short). This is normally free. To be able to see your records you will need to contact us, you can phone, email or write to us. We will ask you for some basic details so that we can make sure that we are giving this information to the right person. We will check with the doctor that it is okay for us to give you your health record and once the doctor has agreed we will give you the information within 1 month of you asking us.

After seeing your health record if you think that any of the information you see is not correct, you can ask for this information to be taken out or corrected. This can only be done if we are 100% sure that the information is NOT correct.

## **What if you don't want your information to be shared?**

All of our patients, no matter what their age, can in some circumstances say that they don't want us to share their information. If you are older than 12 and understand this decision, you are allowed to make the decision by yourself. If you're not sure about something, you can always ask us or another adult you trust.

## **What should I do if any of my information changes?**

It is important that you tell us or any other person treating you if any of your details such as your name, address or contact details have changed. This is because we sometimes have to share your information with other people like healthcare staff or your own Doctor and we need to be sure that we are talking about the correct person.

## **What if I have questions?**

If this doesn't give you the information you need you can ask a member of medical staff or someone you trust.

If you have access to the internet, you can also read more on the ICO website ([www.ico.org.uk](http://www.ico.org.uk)).

## **What if I want to complain?**

If you are not happy about how your information is being kept or shared, you can speak to our Data Protection Officer and explain why you want to complain. You can email us at [wi.dpo@nhs.scot](mailto:wi.dpo@nhs.scot)

## **Would you like to know more?**

We try to give you as much information as possible and we always make sure that the information we give you about how we use your data is up to date. Any updates will be published on our website at [www.wihb.scot.nhs.uk](http://www.wihb.scot.nhs.uk)