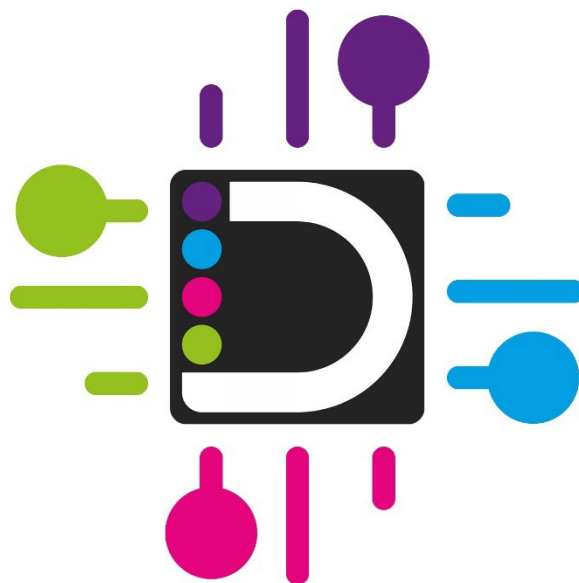


Managing your Information

Easy Read Privacy Notice

Information Governance
[Your data, secured](#)



A full version of our privacy notice
can be found on our website



Who we are and what we do

We are the **NSCHT** and we provide health and social care services across the West Midlands.



Our services include **mental health**, learning disabilities, **substance misuse** and **wellbeing**.



Why we keep records about you

We keep records about you, your healthcare and your family background to make sure you receive the highest quality care.



By seeing your records, doctors, nurses and other professionals can see what help you have had before.



Other staff such as secretaries and receptionists may look at your records to book appointments or write letters and emails to you.

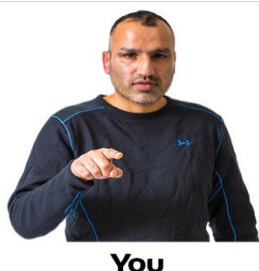


We may keep your **information** electronically on computer systems and in video, audio or paper files.



Where we get your information from

We collect **information** in lots of different ways. It can come from: -



You

You or someone that has your permission to tell us.



Your doctor (GP).



Another hospital.



Other people that support you.

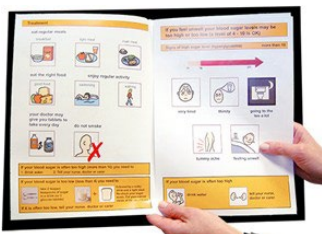
What **information** do we hold?



Your contact details such as your address, telephone numbers and email addresses.



Your family and carer details and next of kin.



Details of your recent and past physical and mental health.



Details of your cultural background, religious and other beliefs.



How you like to live and details of your sexual life.

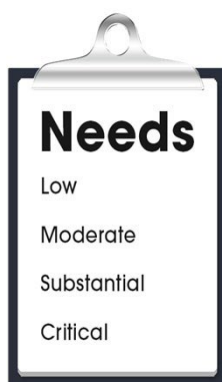


Photographs and videos.



Whether you have been in trouble with the Police.

What we will use your information for: -



To decide what care you need and the best way to treat you.

To help another healthcare provider if you are sent somewhere else to be looked after.



To send you appointment letters and other documents you need.

We may also use your information:



To protect your health and safety and the safety of others. For example, the **safeguarding** of children.



To support the funding of your care.



To help train our staff and support **research**.



To help investigate complaints, claims and incidents.



To support the reporting of events when the law says we must.



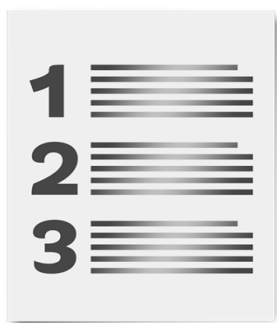
What the law says about using your **information**



We have must comply with the **UK General Data Protection Regulation (UKGDPR)** and the **Data Protection Act 2018 (DPA18)**.



What is our **lawful basis** to use your **information**?



Healthcare
Safeguarding
Commissioning and planning
services
Research
Monitoring and **Public Health**
purposes



This is who we may share your **information** with



Your doctor (GP) and other health staff.



People that support you.



People from **housing**.



People doing **research**.



People in **education**.



People who want to know about the **NSCHT** services.



Only people that need to know about you and your health will see your **information**.



What we still need you to agree to

To share **information** with family and friends (**common law duty of confidentiality**).



To talk to us by text message and/or email.



To take part in **research**

You can change your mind at any time by talking to your healthcare or **research** team.



Your **Rights** under the law



We will tell you about the **information** we hold.



We will give you a copy of the **information** we hold about you if you ask a member of **NSCHT** staff.



You can ask us to look at any **information** you think may be wrong.



You can ask us to stop using your **information** but only if the **information** is wrong.



You can **complain** to the Trust's **Data Protection Officer** if you are worried about how we are using your **information**.



You can also **complain** to the **Information Commissioner's Office** who look after the use of **information** in the UK.

The **Rights** that don't apply

These are the things you can't ask us to do: -



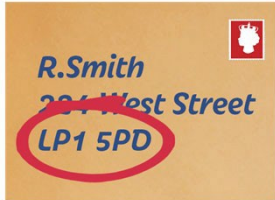
You cannot ask us to get rid of your **information** or **transfer** it to another organisation.



You cannot disagree with us using your **information** if the law says we can.

These are the things we can't do

For further information, please contact: -



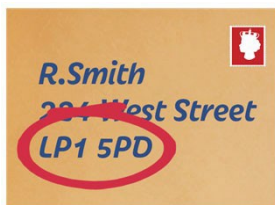
Information Governance Team
North Staffordshire Combined
Healthcare NHS Trust
Lawton House
Bellringer Road
Trentham
Stoke-on-Trent ST4 8HH



Tel: 0300



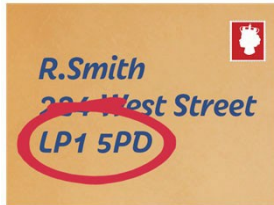
IG@combined.nhs.uk



Data Protection Officer
North Staffordshire Combined
Healthcare NHS Trust
Lawton House
Bellringer Road
Trentham
Stoke-on-Trent ST4 8HH



DPO@combined.nhs.uk



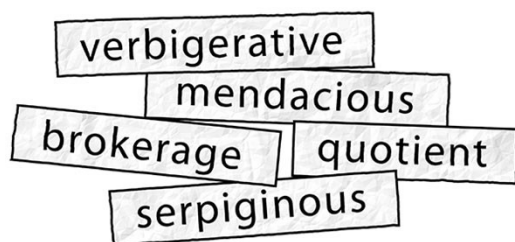
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF



Tel: 01625 545740



Web: www.ico.gov.uk



Blue Words

NSCHT

North Staffordshire Combined Healthcare NHS Trust.

Mental Health

If affects how we act, cope with things in our life, be around other people and how we make choices.

Substance Misuse

Continue to take drugs, smoke, eat food, or drink alcohol even though it may not be good for your health.

Wellbeing

Feeling safe, happy, healthy and comfortable.

Common Law

An unwritten English Law.

Duty of Confidentiality

NSCHT staff must keep anything you tell them secret unless you say they can tell someone, or there is a risk to you or other people.

Information

The words we write about something or somebody.

Safeguarding

A way to keep people safe and make sure that if any harm comes to you it is stopped.

Research

To find out what is happening and why.

Department of Health

Part of the government that tells **NSCHT** what to do.

Data Protection Laws

Laws that allow us to use your **information** without you agreeing as long as we have a **lawful basis** for doing so.

UK General Data Protection Regulation (UKGDPR)

This is a law made by the UK government that says how peoples' **information** is looked after.

Data Protection Act 2018 (DPA18)

This is a law made by the UK government that says how peoples' **information** is looked after.

Lawful Basis

The basis that **NSCHT** has to use your **information** under the new **data protection laws**.

Commissioning

This is how services are paid for.

Housing

Organisations that help people with where they live.

Education

Organisations that help you learn.

Rights

What you are allowed under the law.

Data Protection Officer

NSCHT member of staff who makes sure **NSCHT** acts within the **data protection laws**.

Complain

Say you are not happy about something.

Information Commissioner's Office

Organisation that makes sure **NSCHT** doesn't break the **data protection laws**.

Monitoring

Checking what is being done.

Public Health

The health of all the people in the country.

Transfer

To move.

Automated

Something that is done without human help.