

## How we keep your records confidential

Everyone working for Ramsay has a legal duty to keep information about you confidential.

You may be receiving care from other organisations as well as Ramsay (such as the NHS or Social Services) and we may need to share some information about you so we can all work together for your benefit. However, we will only ever use or pass on information if others involved in your care have a genuine need for it. 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. Anyone who receives information from us is also under a legal duty to keep it confidential.

We are also required by law to report certain information to the appropriate authorities. This is only provided after formal permission has been given by a qualified health professional. Occasions when we must pass on information include:

- Where we encounter infectious diseases which may endanger the safety of others, such as meningitis or measles (but not HIV / AIDS)
- Where a formal court order has been issued

Our guiding principle is that we are holding your records in strict confidence.

## How you can get access to your own health records

The Data Protection Act 2018 (DPA 18) allows you to find out what information about you is held on computer and in certain manual records. This is known as 'right of subject access' and it applies to your health records.

You are entitled to view or receive a copy of your records. If you would like to see your records, we would ask that you make a request to the Ramsay hospital or clinic where you have been or are being treated. You should be aware that in certain circumstances, your right to see some details in your health records may be limited in your own interest or for other reasons acceptable in law.

## Further information

If you would like to know more about how we use your information and your rights under the DPA 18, please read the privacy notice on our website ([www.ramsayhealth.co.uk/privacy](http://www.ramsayhealth.co.uk/privacy)). Alternatively, please contact our Data Protection Officer.

Email: [dataprotectionofficer@ramsayhealth.co.uk](mailto:dataprotectionofficer@ramsayhealth.co.uk)  
Phone: 0207 847 2850

Ramsay is registered as a data controller under DPA 18. The Company's registered address is: Tower 42, Level 18, 25 Old Broad Street, London, EC2N 1HQ.

If you would like a large print version or a translation of this leaflet in a foreign language, please contact the Ramsay hospital or clinic where you have been or are being treated.



# Data Protection

Your information and what you need to know.



The aim of this leaflet is to provide you with an overview of how we use and handle your information. Detailed guidance may be found in the Privacy Notice on our website.

## Why we collect information about you

Your doctor and other health professionals caring for you keep records about your health and any treatment and care you receive from Ramsay Health Care UK (Ramsay).

These help ensure that you receive the best possible care from us. They may be written down (manual records) or held on a computer.

The records may include:

- Basic details about you, such as address and next of kin
- Contacts we have had with you, such as clinic visits
- Notes and reports about your health and any treatment and care you need
- Details and records about the treatment and care you receive
- Results of investigations, such as X-Rays and laboratory tests
- Relevant information from other health professionals, relatives, or those who care for you and know you well.

## How your records are used to help you

Your records are used 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 may need in the future

- Full information is available should you see another doctor, or be referred to a specialist, or another hospital, or healthcare provider
- 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.

## How your records are used to help us

Your information may also be used to help us:

- Look after the health of the general public
- Audit our accounts and services
- Investigate complaints, legal claims or untoward incidents
- Make sure our services meet the needs of our patients in the future
- Prepare statistics on our performance
- Review the care we provide to ensure it is of the highest standard
- Teach and train healthcare professionals
- Conduct health research and development
- Charge appropriately for our services where applicable
- Send appointment reminders to you.

We will only process your data for lawful purposes. For most of these purposes we will not require or ask for your consent. Where we would like to use your data for purposes not directly related to the provision of healthcare e.g. research, we will either anonymise your data or ask for your consent.

## National data opt-out

The national data opt-out is an NHS Digital service which allows an NHS patient to opt out of their confidential patient information being used beyond their direct care i.e. for research or planning purposes.

To find out more or to make your choice please visit: [nhs.uk/your-nhs-data-matters](https://nhs.uk/your-nhs-data-matters). Alternatively, you may call the NHS Digital Contact Centre on 0300 303 5678.

## Who are our partner organisations?

The principal partner organisations with whom your information may be shared are:

- Health Authorities
  - NHS Trusts
  - General Practitioners (GPs)
  - Ambulance Services
  - NHS Clinical Commissioning Groups or Commissioning Support Units
- Your information may also, subject to strict agreements describing how it will be used, be shared with:
- NHS Common Services Agencies
  - Social Services
  - Education Services
  - Local Authorities
  - Voluntary Sector Providers
  - Health Insurance Companies (where applicable)
  - Other Private Sector Healthcare Providers
  - Suppliers of Services or products (including 3rd Parties outside of the EEA)
  - Private Healthcare Information Network