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| Man holding an easy read booklet. He is giving the thumbs up | **EASY READ PRIVACY NOTICE**  **London Road Medical Practice** | |
| People with information symbols and hands around computers with information symbols | | We help people with their health and social care.  We decide how your personal data is used to help you. |
| C:\Users\OurHealthPartnership\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\A9A8F27F.tmp | | We are registered with the Information Commissioner’s Office (ICO).  This means we can use information about the people we work with under the UK Data Protection Act 2018. |

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| **What is personal data?** | |
| People with information symbols | Personal Information is information about you or other people |
| Two people pointing at signs on themselves that say name  A house with a letter and a telephone  A birthday cake and a calendar  Group of people from different ethnicities  Person talking on a phone and then a group of families | Your name  Your address  Your telephone number  Your date of birth  Your ethnicity  Contact details for your family  and carers |
| A man and a womanTwo men who are partnersTwo women who are partners  Group of people in different jobs  Religions  An email being sent from one computer to another  A man and a woman pointing at signs on themselves that say name  A passport, suitcase and a plane  Person surrounded by hands | If you are married  Your job  Your religion  Your email address    Where you were born  If you are using the NHS as an overseas visitor  What name you want to be called  Information about your health  If you have a protection order that affects your health, wellbeing and human rights (safeguarding status) |

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| **Why do we collect personal information about you?** | |
| Two people with information icons and a locked filling cabinet | We need to keep information about your health, treatment and care. |
| Healthcare workers surrounded by hands and a thumbs up | This is so we can give you good treatment and care. |

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| **What do we use your personal information for?** | |
| Two people pointing at signs on themselves that say name | We won’t tell people your name unless we really have to. |
| A woman talking to a man | We give your information to other people who are treating you. |
| A person thinking about their appointment | To remind you about your appointments |
| A man with a badge that says NHS giving the thumbs up | To review our service to make it better |

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| A woman talking to a man | To share your information with the people who are paying for your care. These people are called commissioners. |
| A report | To send reports to organisations such  as the Department of Health |
| A woman giving a presentation | To train healthcare staff |
| A man who looks angry talking | If there is a complaint |
| A judge | If the law says we need to report something that has happened. |

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| **Who do we share information with and why?** | |
| A man talking to a nurse | We use it to make sure all the people involved in your care know what treatment you are getting. |
| A woman talking to a man | We need to tell you how personal information will be used. We need to have a legal reason for using your information without asking you first. |
| A woman talking to a man | We might need to give your information to other organisations. |
| Group of people with reports | We might share personal information with other NHS Organisations to help them give you healthcare.  This would be NHS England, Public Health England and other NHS Trusts, General Practitioners (GPs), Ambulance Services, Primary Care Agencies. This may also include those other organisations that help the NHS to look after your health. |
| A man and woman having a conversation | We might share personal information with organisations like Social Services or private care homes to help them give you support. |
| A man thinking about a report with a yes and a report with a no | Sometimes special permission will be given to use information that uses your name without your consent. This may be for medical research or checking quality of care. This permission is given by the Secretary of State for Health on advice from the National Information Governance Board for Health and Social Care under strict conditions. |
| A judge | Sometimes, we might need to share your information because it is the law. We will tell you when we do this. |
| A man using a magnifying glass with a question mark | To find out if fraud is happening. |
| A judge in court talking to a man | If there is a court order. |
| A Care Quality Commissioner doing a report | If the Care Quality Commission need it for an inspection. |
| Two police people | If the Police need to investigate a crime. |

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| **Where do we get information about you?** | |
| A man pointing | From you |
| Three doctors in an office | From your previous doctor (if you have one) |
| NHS staff talking to a person in a bed | From hospital |
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| **How do we keep information about you?** | |
| Plan in a folder  A computer | We keep your information on paper and in a file.  We also keep your information in an electronic patient record system, on the computer.  The NHS Records Management Code of Practice for Health and Social Care 2016 and National Archives Requirements tells us to do this |
| People with information symbols and hands around computers with information symbols | The law tells us how to keep your information. These laws include the Data Protection Act 2018, the GDPR 2016, and the Common Law Duty of Confidentiality. |
| A lady filling out a report | We keep information about you for as long as we need to do make your health better |
| A computer | You can read more about this online using this link (NHS Record Management code of practice): https://digital.nhs.uk/article/1202/Records-Management-Code-of-Practice-for-Healthand-Social-Care-2016 |

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| **We have to:** | |
| A person thinking about information and a thumbs up | Keep your records up to date, complete, and accurate, about the care we give you. |
| Password for computer | Keep records about you confidential and secure.  We will make sure we keep your information safe, using computer passwords for electronic information, and locks for paper information. |
| A lady thinking | Give you information in a way you can understand. |

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| **What are your rights?** | |
| A man asking for information | You can ask to see the information we have about you |
| A letter being sent to the wrong address | You can ask us to change any information that is wrong |
| A woman telling a man to not share her information | You can tell us not to share your personal information (unless we need to because of the law) |
| A group of people giving feedback to a man | You can ask us to give the records we have about you to another organisation. |
| Way to communicate, a letter, a phone, a computer and mobiles | For more information you can contact the Practice Manager or Data Protection officer via the Practice. |
| A man who looks angry talking  Information Commissioner’s Office | If you are not happy with how we use your personal information you can contact the  Information Commissioner’s Office.  https://ico.org.uk .  Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF  Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number  Fax: 01625 524 510  Email: [casework@ico.org.uk](mailto:casework@ico.org.uk) |