

Your Information

What information do we collect about you?

We only collect and use your information for the lawful purposes of administering the business of Queen Victoria Hospital. These purposes include:

- Accounting and Auditing
- Accounts and records
- Advertising, marketing & public relations
- Consultancy and Advisory services
- Crime prevention and prosecution of offenders
- Education
- Health administration and services
- Information and databank administration
- Research
- Sharing and matching of personal information for national fraud initiative
- Staff administration

What types of personal data do we handle?

We process personal information to enable us to support the provision of healthcare services to patients, maintain our own accounts and records, promote our services, and to support and manage our employees.

The types of personal information we use include:

- personal details such as names, addresses, telephone numbers
- family details for example next of kin details
- education, training, mostly frequently of clinicians such as GPs
- employment details, for example for those that work for us either directly or are commissioned by us to provide a service
- financial details, where we provide payment for services or access to funds for individual patients
- services, for example details of the services access or offered by providers
- lifestyle and social circumstances
- visual images, personal appearance and behaviour, for example if CCTV images are used as part of building security
- details held in the patient's record, where we hold or manage the patient's record
- responses to surveys, where individuals have responded to surveys about healthcare issues

We also process sensitive classes of information that may include:

- racial and ethnic origin
- physical or mental health details
- sexual life



How will we use information about you?

Your information is used to run and improve the quality of care that we provide at the Queen Victoria Hospital. It may be used to:

- Check and report on how effective we are and the services we provide
- Ensure that money is used properly to pay for the services we provide
- Investigate complaints, legal claims or important incidents
- Make sure that we give value for money
- Make sure services are planned to meet patients' needs in the future
- Review the care given to make sure it is of the highest possible standard
- To improve the efficiency of healthcare services, by sharing information with other organisations (sometimes non-NHS) for a specific, justified purpose and approved by the Trust Caldicott Guardian.

We may keep your information in written form or on a computer. Whenever possible all information that identifies you will be removed.

You have a right of access to your health records.

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

If at any time you would like to no more about how we use your information or if you want us to stop using your information, please contact the Information Governance Lead on 01342 414223