



Cambridgeshire Community Services NHS Trust

Your data, your rights



Your sexual health
Where to go for help and advice

Cambridgeshire Community Services NHS Trust: providing services across
Bedfordshire, Cambridgeshire, Luton, Norfolk, Peterborough and Suffolk

Why we keep records about you?

Information is held about you to ensure we know who you are and who helps care for you. We need to have a complete picture of your past, current and future health needs and treatment so that we can give you the best care.

Legal Responsibilities

- The General Data Protection Regulation and the Data Protection Act 2018 set out how we must handle your information and gives you, the patient (known as the Data Subject) various rights.
- As providers of medical care, we also have a duty of confidentiality to our patients.
- The Trust takes its responsibilities very seriously and actively implements and regularly audits its security measures to ensure your information is safe.

Your rights

- You have a right to know what information we hold about you and why. This is generally set out in our Privacy Notices, which can be found on our website.
- You have a right to see information held about you (see Subject Access)
- You have the right to prevent the use of your information if it is likely to cause distress, unless there is a legal obligation for the information to be held or shared.
- You have the right to ask for a record to be corrected if you believe factual information is wrong. This does not mean a professional opinion can be changed, but if you disagree with it, we will keep a record of that.
- You have a right to ask for a human review of any automated decision making.
- You have a right to ask for your records to be moved to another provider.

How to access your records — subject access

You can ask for your records by emailing ccs.accesstoinfo@nhs.net or by asking anyone in the Trust. We will need to see proof of your identity, or of your consent, if someone is requesting for you eg a solicitor. We may need to ask for more information to help us locate your records. When we have enough information to be sure the right person is asking for the records, we will provide them. There may be parts of the records which are redacted (blocked out) if that is allowed under the law. We will provide your record within a month or let you know why we cannot do it in this time frame.

Will anyone else see your information?

You may be receiving care from other providers of health or social care eg the hospital; children's services or an independent provider of health care. So that we can all work together for your benefit, we need to share some information about you. The law allows us to do this. The people we may share with are set out in our Privacy Notices, which you can read on our website. We always check that we need to share your information and share your information in a secure way.

Some health information may be used for other reasons:- to help us protect the health of the general population; to help run the NHS efficiently; to plan for future service development or to help train and develop our staff. Most of this information is shared without using your name and personal details; it is anonymised.

There may be other circumstances when we must share information with other agencies. Examples of this are:-

- if there is a concern that you are putting yourself or another person at risk of serious harm
- if there is concern that you are putting a child at risk of harm
- if we have been instructed to do so by a court or the information is essential for the investigation of a crime
- if you are subject to the Mental Health Act 1983, there are circumstances in which your 'nearest relative' must receive information, even if you object
- if your information falls within a category that needs to be notified for public health or other legal reasons, eg certain infectious disease.

Other uses

Your information may be used for other purposes linked to your care.

- it will be used for clinical audit, following or during a consultation or treatment. Clinical audit is a review of current standards of patient care. Audit results are discussed to make improvements to patient care. Audit results can be published and/or presented, but always is in an anonymised format so that individual patients cannot be identified.
- for research to investigate new treatments, interventions and management procedures.
- anonymised information is sometimes passed for entry to national registers about various illnesses and used to help manage the NHS.

For further information about this service contact:

Information Governance
Cambridgeshire Community Services NHS Trust
Unit 3, Meadow Park
Meadow Lane
St Ives Cambridgeshire
PE27 4LG

Contact: 01480 308201
Email: ccs.accesstoinfo@nhs.net

If you require this information in a different format such as in large print or on audio tape, or in a different language please contact the service on the details above.

To find out how we use what we know about you (Privacy Notice) or how to access our buildings (AccessAble), please visit www.cambscommunityservices.nhs.uk and follow the links or please contact us.



If you have any compliments about this service or suggestions for improvements, contact our Patient Advice and Liaison Service on 0300 131 1000 (charges may apply depending on your network) or email: ccs-tr.pals@nhs.net.

For free, confidential health advice and information 24 hours a day, 365 days a year please contact NHS 111.