



Patient Privacy Notice

The information that we collect

Sheffield Teaching Hospitals NHS Foundation Trust collects data/information about you such as your basic details (name, address, date of birth and next of kin contacts), details about your treatment, care and support that you need and receive, results of investigations, such as x-rays and laboratory tests, relevant information from other health and social care professionals, relatives or those who care for you and know you well. The data/information is recorded in either paper or electronic format.

We take our duty to protect your data/information and confidentiality very seriously and we are committed to taking all reasonable measures to ensure the confidentiality and security of your data/information for which we are responsible, whether paper or electronic format.

It is important that we hold accurate and up-to-date data about you: as such, you will be asked each time that you attend one of our services to confirm that the details we hold about you are accurate and up-to-date and gives the opportunity to advise us of any amendments.

We are required by law to provide you with the information in the following 9 subsections:

<p>Who we are (Data Controller)</p>	<p>Sheffield Teaching Hospitals NHS Foundation Trust provides a full range of hospital and community services for people in Sheffield, as well as specialist care for patients from further afield.</p> <p>The Trust is registered with the Information Commissioner’s Office to process personal and special categories of information under the Data Protection Act 2018 (subject to parliamentary approval) and our registration number is Z8751481.</p> <p>Our address is:</p> <p>Sheffield Teaching Hospital NHS Foundation Trust Department of Information Governance, Caldicott and SIRO Support Royal Hallamshire Hospital 2 Claremont Place Sheffield S10 2TB</p>
<p>Data Protection Officer</p>	<p>Data Protection Officer Department of Information Governance, Caldicott and SIRO Support Royal Hallamshire Hospital 2 Claremont Place Sheffield S10 2TB</p> <p>Telephone: 0114 2265151 Email: sth.infogov@nhs.net</p>

<p>Why we collect and how we use your personal information</p>	<p>Whenever you use a health or care service, such as attending Accident & Emergency or using Community Care services, important information about you is collected in a patient record for that service. Collecting this information helps to ensure you get the best possible care and treatment.</p> <p>The information collected about you when you use these services can also be used and provided to other organisations for purposes beyond your individual care, for instance to help with:</p> <ul style="list-style-type: none"> • To look after the health and improve the quality and standards of care provided to the individual. • research into the development of new treatments • preventing illness and diseases • monitoring safety • planning services • To train and teach health and social care professionals. • To audit our accounts and services. • To investigate complaints, legal claims or untoward incidents. <p>This may only take place when there is a clear legal basis to use this information. All these uses help to provide better health and care for you, your family and future generations. Confidential patient information about your health and care is only used like this where allowed by law.</p> <p>Most of the time, anonymised data is used for research and planning so that you cannot be identified in which case your confidential patient information isn't needed.</p> <p>The Trust values your feedback and undertakes a number of surveys to get a better understanding of the experience of our patients and to improve services. We may use your contact details to ask for feedback via text message, telephone, email or letter. You will never be contacted for any reason other than in relation to our services and your care.</p>
<p>Lawful basis for processing</p>	<p>The processing of personal data in the delivery of health care and for providers' administrative purposes in this Hospital Trust and in support of health care elsewhere is supported under the following Article 6 and 9 conditions of the GDPR:</p> <p><i>Article 6(1)(e) '...necessary for the performance of a task carried out in the public interest or in the exercise of official authority...'</i></p> <p><i>Article 9(2)(h) 'necessary for the purposes of preventative or occupational medicine for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services...'</i></p> <p>We will also recognise your rights established under UK case law collectively known as the "Common Law Duty of Confidentiality"* Further details on the Common Law Duty of Confidentiality are provided, below.</p>

<p>Who we share your personal information with</p>	<p>The data will be shared with Health care professionals who contribute to your personal care and support staff across the Hospital Trust. Sheffield Teaching Hospitals NHS Foundation Trust is made up of the following :</p> <p>Royal Hallamshire Hospital Northern General Hospital Weston Park Hospital Jessop Wing Charles Clifford Dental Hospital Community Services</p> <p>We may also pass on your data/information to other individuals or organisations involved in your care, including Social Services, to help in arranging care for you following treatment in hospital. We only pass on information about you if there is a genuine need to know, and anyone who receives the information is also under a legal duty to maintain confidentiality under Health and Social Care (Safety and Quality) Act 2015.</p> <p>We will not give out your information to third parties except under exceptional circumstances, such as when the health and safety of others is at risk or where the law requires us to do so, for example if you have an infectious diseases e.g. measles or meningitis.</p> <p>We may pass your contact details to our approved surveys contractor to process surveys on our behalf in order to get a better understanding of the experience of our patients and to improve services. The data is shared in line with Caldicott requirements and is the minimum necessary to process the survey. It is provided through a secure network and all data is deleted on the Trust servers within 30 days.</p>
<p>Right to object/Data Opt Out</p>	<p>You have the right to object or restrict the processing of your data/information. You have a choice about whether you want your confidential patient information to be used in this way. If you are happy with this use of information you do not need to do anything. If you do choose to opt out your confidential patient information will still be used to support your individual care. To find out more or to register your choice to opt out, please visit www.nhs.uk/your-nhs-data-matters. On this web page you will:</p> <ul style="list-style-type: none"> • See what is meant by confidential patient information • Find examples of when confidential patient information is used for individual care and examples of when it is used for purposes beyond individual care • Find out more about the benefits of sharing data • Understand more about who uses the data • Find out how your data is protected • Be able to access the system to view, set or change your opt-out setting • Find the contact telephone number if you want to know any more or to set/change your opt-out by phone • See the situations where the opt-out will not apply <p>You can also find out more about how patient information is used at: https://www.hra.nhs.uk/information-about-patients/ (which covers health and care research); and https://understandingpatientdata.org.uk/what-you-need-know (which covers how and why patient information is used, the safeguards and how decisions are</p>

	<p>made)</p> <p>You can change your mind about your choice at any time.</p> <p>Data being used or shared for purposes beyond individual care does not include your data being shared with insurance companies or used for marketing purposes and data would only be used in this way with your specific agreement.</p> <p>STH have put process in place for National Data Opt Out programme to ensure patient's wishes are respected. For further details please click here</p> <p>Should you wish to exercise this right, please contact the Trust Data Protection Officer.</p> <p>If you do not wish to participate in a survey then please contact our Patient Advice and Liaison Service on 0114 271 2400 or sth.pals@nhs.net</p>
Right to access and correct	<p>You have the right to access your data/information that we hold about you and have any inaccuracies corrected.</p> <p>If you would like to request a copy of your data/ information, please contact Patients Records Admin Team on telephone no. 0114 2713054 or click here</p>
How long do we retain your information?	<p>Your data will be retained in line with the NHS Records Management Code of Practice 2020 – Retention Schedule. Records Management Code of Practice 2020 - NHSX</p> <p>Or contact the Trust Data Protection Officer should you require further details.</p>
Right to Complain	<p>The Information Commissioner's Office (ICO) is the body that regulates the Trust under Data Protection and Freedom of Information legislation. If you are not satisfied with our response or believe that we are processing your personal data not in accordance with the law you can complain to the ICO at:</p> <p>Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF</p> <p>e-mail: https://ico.org.uk/global/contact-us/</p> <p>Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate)</p>

* **“Common Law Duty of Confidentiality”**

Common law is not written out in one document like an Act of Parliament. It is a form of law based on previous court cases decided by judges; hence, it is also referred to as 'judge-made' or case law. The law is applied by reference to those previous cases, so common law is also said to be based on precedent.

The general position is that if information is given in circumstances where it is expected that a duty of confidence applies, that information cannot normally be disclosed without the information provider's consent.

In practice, this means that all patient information, whether held on paper, computer, visually or audio recorded, or held in the memory of the professional, must not normally be disclosed without the consent of the patient. It is irrelevant how old the patient is or what the state of their mental health is; the duty still applies.

Three circumstances making disclosure of confidential information lawful are:

- where the individual to whom the information relates has consented;
- where disclosure is in the public interest; and
- where there is a legal duty to do so, for example a court order.