

## **PRIVACY NOTICE – PATIENT INFORMATION**

### **Liverpool Women's Hospital NHS Foundation Trust**

#### **Introduction**

This document summarises who we are, what information we hold about you, what we will do with the information we hold including who we may share it with and how long we will keep the information for. This document also explains what rights you have to control how we use your information.

#### **Who does this Notice Apply To?**

This notice applies to anyone who is receiving medical services from the Liverpool Women's Hospital NHS Foundation Trust (Liverpool Women's Hospital).

This notice may also apply, under certain specific circumstances, to individuals who are related to, or are accompanying, patients who are receiving medical services from the Liverpool Women's Hospital and who are present on the premises of the Liverpool Women's Hospital.

#### **Who are we?**

The Liverpool Women's Hospital is a public organisation providing specialist medical services such as Gynaecology, Maternity, Fertility and Genetics.

The Trust is registered with the Information Commissioner's Office (Registration Number **Z7119932**)

Our name, address and contact details are:

Liverpool Women's Hospital NHS Foundation Trust  
Crown Street  
Liverpool  
L8 7SS  
Tel: 0151 708 988  
[www.liverpoolwomens.nhs.uk](http://www.liverpoolwomens.nhs.uk)

#### **Why do we collect information about you?**

If you are receiving medical services we need information about you so that we can provide care to you when you come into contact with us. Information about you is used to help deliver care services to you and which may include sharing with external organisations so that the care services are integrated.

Such information will also be used to contribute to the management, monitoring and improvement of healthcare systems, which means we may need to use your information to ensure the hospital is paid for the services it provides, is held accountable for the quality of the services provided or is contributing to the development of improvements in healthcare.

As a patient of the Liverpool Women's Hospital we receive information from you when you come into contact with us, we may also receive information about you from other individuals or

organisations, such as when you are referred for treatment. We need enough information to be able to provide you with appropriate healthcare services.

In some circumstances, we may be obliged, or it may be necessary, to put controls in place on who may or may not enter our premises in the interests of safety, security or public health, in which case we may need to gather information about all individuals who are entering the premises. This would mean that those who are accompanying patients inside our buildings, may need to provide us with certain information so that we can ensure those effective controls are implemented.

### What types of information do we use?

**Personal data** means any information relating to an identified or identifiable individual; an identifiable person is one who can be identified directly or indirectly.

**Special category data** means any information relating to racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union activities, physical or mental health, sexual life or genetic or biometric data.

### What do we use your information for?

The hospital may need to process your **personal data** or **special category data** in order to:

- Provide healthcare related services to you
- Review the standards of care that we provide to make sure they are safe and effective
- Teach or train healthcare professionals
- Carry out audit, research and service evaluation
- Manage complaints, concerns, legal claims and incidents
- Make sure the hospital is paid for the services that it provides

The hospital may also record telephone conversations for training and monitoring purposes

### Information we may receive about you which may not be supplied by you

We may receive information about you which you haven't provided to us. This could be, for instance:

- If you have been referred to us for treatment
- If we are dealing with a legal claim to which you are a relevant party
- If we are dealing with the safety, security, health and wellbeing of someone associated with you
- If we are seeking payment for our services from the health care commissioner in your local area
- If we receive information in the form of an alert or warning and are legally obliged to act on it

### What is the lawful basis to process your information?

The UK General Data Protection Regulations and the Data Protection Act 2018 allow us to process your data under the following conditions:

Where we process your **personal data**, we will do so because it is necessary **for the performance of a task carried out in the public interest**. Where we process your **special category data** we will do so because it is necessary **for the purposes of preventive medicine, medical diagnosis, the provision of healthcare or treatment or the management of healthcare systems**.

We have an obligation to protect the health of the general public and where we do this we will process your personal data **for the performance of a task carried out in the public interest**. Where we process your special category data we will do so because it is necessary processing is necessary **for reasons of public interest in the area of public health**.

As a healthcare provider, there may be occasions where we need to process **personal** and/or **special category** data because someone is at risk of serious harm and, where we do this, we will process the information to protect that person's **vital interests**.

There may occasions when we will be obliged to process your information in order to comply with a court order, coroner's instruction, to prevent or detect crime or to comply with the law. Where we do this we will process your **personal and/or special category** data to **comply with a legal obligation** to which the Trust is subject.

If we process your information for other purposes that are not described above, then we will seek your **consent** to do so before we process it.

The Trust does not undertake automated decision-making or profiling of your personal information.

### **With whom do we share your information?**

You may be receiving care from other people as well as the NHS so we may need to share your information with them, for example, with:

- Other healthcare professionals e.g. doctors, nurses, ambulance services
- Partner organisations who contribute to your long term care e.g. GPs, social services, private sector providers
- Carers or guardians with parental responsibilities
- Disclosure to NHS managers and the Department of Health and Social Care for the purposes of planning, commissioning, managing and auditing healthcare services
- Disclosure to bodies with statutory investigative powers such as the Care Quality Commission, the General Medical Council, the Audit Commission or the Health Service Ombudsman
- Government departments such as the Department of Health and Social Care or the Home Office
- Disclosure to solicitors, to the police, to the courts (including a Coroner's court), and to tribunals and enquiries

We will not share your information for marketing, social media or insurance purposes unless we have your **consent** to do so.

### **How long do we keep your personal information for?**

The NHS has a comprehensive set of guidelines, which govern the length of time that we may keep your records for, which are called the NHS Retention Schedules. The Liverpool Women's Hospital will comply with the NHS Retention Schedules.

There may be occasions where the Trust will be obliged to vary from the NHS Retention Schedules, for examples, in response to a Court Order or other equivalent legal requirement.

Information about the NHS Retention Schedules may be found via the NHS Digital Website at: <https://digital.nhs.uk/article/1202/Records-Management-Code-of-Practice-for-Health-and-Social-Care-2016>

### **What measures do we take to protect your information?**

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

We have appointed a Senior Information Risk Owner (SIRO), a 'Caldicott Guardian' and Data Protection Officer who between them are responsible for the management confidentiality. We also have a specific department led by a Head of Information Governance. We use have control systems in place to allow only those that have a need to access your health records are allowed to do so and we have monitoring systems in place to verify who has accessed your health records.

Under the NHS Confidentiality Code of Conduct, all our staff are also required to protect your information, and inform you of how your information will be used.

Everyone working for the NHS is subject to the common law duty of confidentiality. Information provided in confidence will only be used for the purposes advised or consented to, unless it is required or permitted by the law.

### **What are your rights in relation to your personal information?**

Unless subject to an exemption, you have the following rights with respect to your personal data:

- The right to request a copy of your personal data which the Liverpool Women's Hospital holds about you
- The right to request that the Liverpool Women's Hospital corrects any personal data if it is found to be inaccurate or out of date
- The right to request your personal data is erased where it is no longer necessary for Liverpool Women's Hospital to retain such information
- The right to withdraw your consent to the processing at any time if you have previously given consent for such processing
- The right to request that the Liverpool Women's Hospital provide you with your personal information and where possible, to transmit that data directly to another data controller, where your information has been processed with your consent
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing
- The right to object to the processing of personal data
- The right to lodge a complaint with the Information Commissioners Office.

The Trust is a guardian of patient data, making sure it is protected and handled securely. The Trust will make sure data is only used for the good of health and care, and that patient data is always protected. The Trust complies with the [national data opt-out policy](#).

Further information about your rights can be found on the Information Commissioners website, which is <https://ico.org.uk/>

### **What happens if we need to transfer your information abroad?**

The Liverpool Women's Hospital do not routinely transfer information outside the UK, but if there is a need to do so we will ensure that the security and protections that are put in place are of equivalent standard to those standards that we would use internally when processing your information.

### **What if we wish to use your information for another purpose?**

If we wish to use your personal information for a new purpose, not covered by this Privacy Notice,

then we will provide you with a new notice explaining the new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we ensure there is a legal justification for such processing.

Where the Liverpool Women's Hospital wish to use your information that is for any reason not in line with administering the business of the Liverpool Women's Hospital or complying with a legal obligation then we will seek your consent to do so, such as to take part in clinical research

### **Where can you get further information?**

If you do not wish to have your information used in any of the ways described or wish to enact any of your rights under this notice, please contact:

Data Protection Officer  
Liverpool Women's Hospital NHS Foundation Trust  
Crown Street  
Liverpool  
L8 7SS  
Telephone number 0151 708 9988  
Email: [dataprotectionofficer@lwh.nhs.uk](mailto:dataprotectionofficer@lwh.nhs.uk)

The Trust website address is [www.liverpoolwomens.nhs.uk](http://www.liverpoolwomens.nhs.uk)

For general enquiries you can contact the Head of Information Governance at the same address as above or by telephone on 0151 702 4386