



# Managing your information

A guide for service users, family, carers and professionals



Information



A full version of this document  
can be found on our website [www.nsf.nhs.uk](http://www.nsf.nhs.uk)



### Who we are and what we do

We are the **NSFT** and we provide health care services across Norfolk & Suffolk

Our services include **mental health**, learning disabilities, eating disorders and **wellbeing**



### Why we keep records about you

We keep records about you, your healthcare and your family background to make sure you receive the highest quality care



By accessing your records, doctors, nurses and other health professionals can see what help you have had before, what you need now and what services you are receiving



Other staff such as secretaries and receptionist may look at your records to book appointments for you or write letters to you

All staff have a **common law duty of confidentiality**. If staff do not follow the law then we may take appropriate action against them



We may keep your **information** electronically on computer systems and in video and audio files or on paper files. All information is kept safe and secure and in line with the **Department of Health** Records Management Code of Practice for Health and Social Care 2016



### Where we get your **information** from?

We collect **information** in lots of different ways. It can come from:

You or someone that has your permission to tell us



Your Doctor (GP)



Another hospital



Other people that support you



What **information** do we hold?

Your contact details such as your address, telephone numbers and email addresses



Your family details and next of kin



Details of your current and past physical & mental health



How you like to live your life & details of your sexual life



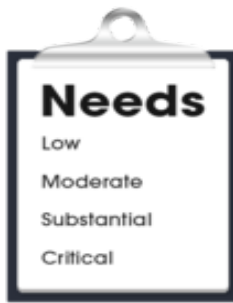
Photographs and videos



Details of your cultural background & your religious and similar beliefs



Whether you have been in trouble with the Police



### What we will use your **information** for

To decide what care you need and the best way to treat you

To help another healthcare provider if you are sent somewhere else to be looked after



To send you appointment letters and other documents you need



### What we may use your **information** for

To protect your health and safety and the safety of other people. For example the **safeguarding** of children

To help plan services to look after the population

To help the government set performance targets



To help train our staff and support **research**



To support the funding of your care



To help investigate complaints, claims and incidents



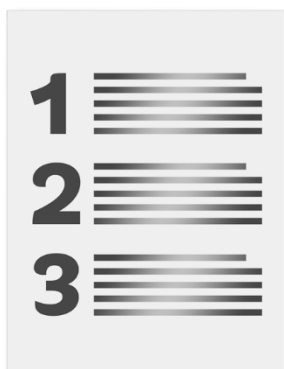
To support the reporting of events when the law says we must



### **What the law says about using your information**

We have new [data protection laws](#) to comply with – the [EU General Data Protection Regulation \(GDPR\)](#) and the [Data Protection Act 2018 \(DPA2018\)](#)

## What are our **lawful reasons** to use your information?



The law says that there are lots of reasons about how we can use your information

These reasons are put together into groups:

Healthcare

**Safeguarding**

**Commissioning** and planning services

**Research**

**Monitoring** and **Public Health** purposes

If you would like to understand more about our lawful reasons ask a member of NSFT staff



## This is who we may share your **information** with

Your doctor (GP) and other health staff



People that support you





People from [housing](#)



People doing [research](#)



People in [education](#)



People who want to find out about the  
[NSFT](#) services



Only people that need to know about you and your health will see your information



### What we still need you to agree to

To share information with family and friends ([common law duty of confidentiality](#))



To talk to us by text message and/or email



To take part in [research](#)



You can change your mind at any time by talking to your health care or research team



### Your **Rights** under the new law

You still have rights under **GDPR** just like you did under the **Data Protection Act 1998**



We will tell you about the **information** we hold

We will give you a copy of the **information** we hold about you if you ask a member of **NSFT** staff



You can ask us to look at any **information** you think may be wrong

You can ask us to stop using your **information** but only if the information is wrong



You can [complain](#) to the Trust's [Data Protection Officer](#) if you are worried about how we are using your information

You can [complain](#) to the [Information Commissioner's Office](#) who look after the use of [information](#) in the UK

### The [Rights](#) that don't apply



These are the things you can't ask us to

You cannot ask us to get rid of your [information](#) or [transfer](#) it to another organisation

You cannot disagree with us using your [information](#) if the law says we can

These are the things we can't do

Make decisions about your care by using [automated](#) systems

### For further information contact



Information Rights Team  
Norfolk & Suffolk NHS Foundation Trust  
Kestrel House  
Hellesdon Hospital  
Drayton High Road  
Norwich  
NR6 5BE



Tel: 01603 421108 / 01603 421264



Email: [informationrights@nsft.nhs.uk](mailto:informationrights@nsft.nhs.uk)



Mr Richard Green  
Data Protection Officer  
Norfolk & Suffolk NHS Foundation Trust  
Hellesdon Hospital  
Drayton High Road  
Norwich  
NR6 5BE



Tel: 01603 421578



Email: [dataprotectionofficer@nsft.nhs.uk](mailto:dataprotectionofficer@nsft.nhs.uk)



Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF



Tel: 01625 545740



[www.ico.gov.uk](http://www.ico.gov.uk)

## Blue Words

Word	What the word means
NSFT	Norfolk and Suffolk NHS Foundation Trust
Mental Health	Mental health is our emotions and how we think. It affects how we act, cope with things in our life, be around other people and how we make choices
Wellbeing	Feeling safe, happy, healthy and comfortable
Common law	An unwritten English Law
Duty of confidentiality	This is a duty that NSFT staff have to keep anything you tell them secret unless you say they can tell someone
Information	The words we write about something or somebody
Safeguarding	There is a way to keep people safe and make sure that if any harm comes to you it is stopped
Research	To find out what is happening and why
Department of Health	Part of the government that tells NSFT what to do
Data Protection Laws	New laws that allow us to use your information without you agreeing as long as we have lawful reasons for doing so
EU General Data Protection Regulation (GDPR)	This is a new 'law' made by the EU government that says how people's information is looked after
Data Protection Act 2018 (DPA2018)	This is a new 'law' made by the UK government that says how people's information is looked after
Lawful Reasons	The reasons that NSFT has to use your information under the new data protection laws
Commissioning	This is how services are paid for
Monitoring	Checking what is being done
Public Health	The health of all the people in the country

Housing	Organisations that help people with where they live
Education	Organisations that help you learn
Rights	What you are allowed under the law
Data Protection Act 1998	This is the old 'law' made by the government
Data Protection Officer	NSFT member of staff who makes sure NSFT acts within the new data protection laws
Complain	Say you are not happy about something
Information Commissioner's Office	Organisation that makes sure NSFT doesn't break the new data protection laws
Transfer	Move
Automated	Something that is done without human help

<b>NSFT Lawful Reasons for using your information</b>	
Healthcare	GDPR Article 6 (1) (e)-'...exercise of official authority GDPR Article 9 (2) (h)-'...medical diagnosis & health & social care'
Safeguarding	GDPR Article 6 (1) (e)-'...exercise of official authority' GDPR Article 9 (2) (b)-'...social protection law'
Research	GDPR Article 6 (1) (e)-'...exercise of official authority' GDPR Article 9 (2) (j)-'...research purposes'
Commissioning & Planning Services	GDPR Article 6 (1) (c)-'...'for compliance with a legal obligation' GDPR Article 6 (1) (e)-'...exercise of official authority' GDPR Article 9 (2) (h)-'...medical diagnosis & health & social care'
Monitoring & Public Health	GDPR Article 6 (1) (c)-'...'for compliance with a legal obligation' GDPR Article 9 (2) (i)-'...public health'