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| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\easy-read-V2.png | **EASY READ PRIVACY NOTICE**  HEATHBRIDGE PRACTICE | |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\data-protection.png | | We help people with their health and social care.  We decide how your personal data is used to help you. |
| C:\Users\OurHealthPartnership\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\A9A8F27F.tmp | | We are registered with the Information Commissioner’s Office (ICO).  This means we can use information about the people we work with under the UK Data Protection Act 2018.  Our registration number is  Z681088X |

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| **What is personal data?** | |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\information-about-me.png | Personal Information is information about you or other people |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\my-name-(two-people)-V2.png  \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\address-and-telephone.png  \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\date-of-birth.png  \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\ethnicity-V2.png  \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\PNG Master SYMBOLS\phone family friends and carer.png | Your name  Your address  Your telephone number  Your date of birth  Your ethnicity  Contact details for your family  and carers |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\partner-male-and-female.png\\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\partner-both-male.png\\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\partner-both-female.png  \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\workforce.png  \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\religion.png  \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\send-email.png  \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\my-name-(two-people)-V2.png  \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\passport.png  \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\safeguarding.png | If you are married  Your job  Your religion  Your email address    Where you were born  If you are using the NHS as an overseas visitor  What name you want to be called  Information about your health  If you have a protection order that affects your health, wellbeing and human rights (safeguarding status) |

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| **Why do we collect personal information about you?** | |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\information-kept-safe-V2.png | We need to keep information about your health, treatment and care. |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\good-care-V2.png | This is so we can give you good treatment and care. |

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| **What do we use your personal information for?** | |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\my-name-(two-people)-V2.png | We won’t tell people your name unless we really have to. |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\share-information-V2.png | We give your information to other people who are treating you. |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\appointment.png | To remind you about your appointments |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\better-V3.png | To review our service to make it better |

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| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\share-information-V2.png | To share your information with the people who are paying for your care. These people are called commissioners. |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\report.png | To send reports to organisations such  as the Department of Health |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\training-V2.png | To train healthcare staff |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\Complain.png | If there is a complaint |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\law.png | If the law says we need to report something that has happened. |

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| **Who do we share information with and why?** | |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\assessment-with-a-nurse.png | We use it to make sure all the people involved in your care know what treatment you are getting. |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\understand-information.png | We need to tell you how personal information will be used. We need to have a legal reason for using your information without asking you first. |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\share-information-V2.png | We might need to give your information to other organisations. |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\sharing-your-reasonable-adjustment-care-plan.png | We might share personal information with other NHS Organisations to help them give you healthcare.  This would be NHS England, Public Health England and other NHS Trusts, General Practitioners (GPs), Ambulance Services, Primary Care Agencies. This may also include those other organisations that help the NHS to look after your health. |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\social-worker.png | We might share personal information with organisations like Social Services or private care homes to help them give you support. |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\choose-report.png | Sometimes special permission will be given to use information that uses your name without your consent. This may be for medical research or checking quality of care. This permission is given by the Secretary of State for Health on advice from the National Information Governance Board for Health and Social Care under strict conditions. |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\law.png | Sometimes, we might need to share your information because it is the law. We will tell you when we do this. |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\finding-out-V2.png | To find out if fraud is happening. |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\court-requirements.png | If there is a court order. |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\care-quality-commission.png | If the Care Quality Commission need it for an inspection. |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\police.png | If the Police need to investigate a crime. |

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| **Where do we get information about you?** | |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\you.png | From you |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\doctors-office.png | From your previous doctor (if you have one) |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\hospital-V3.png | From hospital |
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| **How do we keep information about you?** | |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\plan-in-folder.png  \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\computer.png | We keep your information on paper and in a file.  We also keep your information in an electronic patient record system, on the computer.  The NHS Records Management Code of Practice for Health and Social Care 2016 and National Archives Requirements tells us to do this |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\data-protection.png | The law tells us how to keep your information. These laws include the Data Protection Act 2018, the GDPR 2016, and the Common Law Duty of Confidentiality. |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\checking-V2.png | We keep information about you for as long as we need to do make your health better |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\computer.png | You can read more about this online using this link (NHS Record Management code of practice): https://digital.nhs.uk/article/1202/Records-Management-Code-of-Practice-for-Healthand-Social-Care-2016 |

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| **We have to:** | |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\good-information.png | Keep your records up to date, complete, and accurate, about the care we give you. |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\password-for-computer.png | Keep records about you confidential and secure.  We will make sure we keep your information safe, using computer passwords for electronic information, and locks for paper information. |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\what-is-accessible-information.png | Give you information in a way you can understand. |

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| **What are your rights?** | |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\ask-for-information.png | You can ask to see the information we have about you |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\change-of-address.png | You can ask us to change any information that is wrong |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\do-not-share-information.png | You can tell us not to share your personal information (unless we need to because of the law) |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\give-feedback-2.png | You can ask us to give the records we have about you to another organisation. |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\contact-V2.png | For more information you can contact the Practice Manager or Data Protection officer via the Practice. |
| \\lpft-nas-s1\SHO-MilnerD\SYMBOLS\Images PNG\Complain.png  C:\Users\OurHealthPartnership\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\A9A8F27F.tmp | If you are not happy with how we use your personal information you can contact the  Information Commissioner’s Office.  https://ico.org.uk .  Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF  Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number  Fax: 01625 524 510  Email: [casework@ico.org.uk](mailto:casework@ico.org.uk) |