

## Access to your information

The Data Protection Act 2018 gives you the general right to apply to see or to be given a copy of personal data held about you free of charge (except where a request is manifestly unfounded or excessive).

For further information please contact:

Patient Liaison Team at:

East Coast Community Healthcare C.I.C  
Hamilton House  
Battery Green Road  
Lowestoft  
Suffolk

## Complaints/Appeals

In the event that you believe ECCH has not complied with the Act, either in responding to a request or in our general processing of your personal information, you should contact the Information Governance lead at the address above.

You also have the right to complain to, appeal to or raise your concerns with the Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Enquiry Line: 01625 545700 or by e mail to:  
[www.ico.gov.uk](http://www.ico.gov.uk)

## Further Information

This notice does not give a full explanation of the Law.

If it doesn't answer your questions or you would like more detailed information please contact:

Heather Howman, Data Protection Officer at:

East Coast Community Healthcare C.I.C  
Hamilton House  
Battery Green Road  
Lowestoft  
Suffolk  
NR32 1DN

Telephone: 01502 445445

If you would like this leaflet in large print, audio cassette, Braille or in a different language please ask your health professional



[www.ecch.org](http://www.ecch.org)



## Privacy Notice

## How we use your information

Information leaflet for patients  
and service users

## Introduction

A privacy notice is sometimes called a Fair Processing Notice and tells you how East Coast Community Healthcare (ECCH) manages, processes and protects information about you. It also tells you about your rights under the Data Protection Act 2018.

We only use your information for lawful purposes in order to:

- provide the most effective and highest quality clinical care and
- protect your vital interests
- operate in the public interest
- to assist in the running of ECCH

This includes management of patient records, communications concerning your clinical and other care, ensuring the quality of your care and the best outcomes by clinical audit and participating in research as well as the management and clinical planning of services both now and for the future.

ECCH has a duty to you to protect your information and all our staff are bound in their contracts of employment, and additionally, in the case of healthcare professionals, by accountability to their professional bodies.

Information held about you, whether on paper or computerised, is protected from unauthorised access.

## How is personal information used?

We use the information given to us by people who use our services to provide them with safe and effective care. We also receive information from others who refer patients to our services. We need to know how best to contact our service users as well as when and where.

We use information about past and present medical conditions, contacts with our services and others, treatments, medications, test results, diagnoses and any identified risks to ensure we provide continuity in our care to help us protect both our service users and community staff.

### We also use information to:

- Check the quality of care we provide (such as clinical audit to ensure we are conforming to best practice).
- Protect the health of the general public.
- Monitor how we spend public money by ensuring we meet our contracts and targets. Information used in this way is anonymised and strict measures are applied to ensure individuals cannot be identified.
- Teach and train healthcare workers.
- Investigate complaints and claims.
- Carry out approved research projects which include collecting the consent of every service user involved in the project if personal information is required. It also includes respecting a person's wishes not to be included in a research project.
- Help the NHS plan for the future.

**If you have any questions or concerns about how information is used or where this information is published, or feel you will be put at risk by the disclosure of any of this information, please contact the Data Protection Officer or the Caldicott Guardian whose role it is to oversee all issues related to the use of patient information within ECCH.**

## Sharing information

We will not routinely disclose personal information about you without your permission however there may be circumstances when we are legally obliged to do so such as

- To protect a vulnerable child or adult
- Under the direction of a Court
- To assist in serious crime or fraud

We may share information with others directly involved in your care. This is to ensure you get the right care, at the right time, from the right people.

Anyone who receives information from us is also under a legal duty to keep this information confidential.