

# How we use your personal information

## Privacy Unit

Information for Patients

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## Why do you keep information about me?

We aim to give you the best possible health care. To do this, we have to keep records about you. These records include sensitive information about your health and treatment. The information includes treatment we and others have given or plan to give to you.

We keep:

- your name, address, date of birth, age, gender and emergency contact details.
- clinic letters, referrals and notes about your appointments.
- test results and images, such as scans, X-rays and photographs.
- other information that may affect your health condition.

We protect your personal information. We make sure that only the staff who need to know the information can see it.

## Your rights

You have a right to know what information we hold about you. You can get this from the Access to Health Records Team through the SAR Portal: <https://uhl.ams-sar.com/>

In most cases, there is no charge for this service. We do charge for information that is not in a usual medical record. This could be something like a report allowing you to fly on holiday.

If any information we have is wrong, you would like other information or want to complain about our data usage, contact the Privacy Unit by email: [uhl-tr.infogov@nhs.net](mailto:uhl-tr.infogov@nhs.net) or the Patient Advice and Liaison Service [uhl-tr.pals@nhs.net](mailto:uhl-tr.pals@nhs.net) on **0808 178 8337**.

We cannot delete or stop using your information if it would stop us being able to treat you if you need medical care.

To take things further, you can contact the Information Commissioner's Office. Visit: [www.ico.org.uk](http://www.ico.org.uk) or phone **0303 123 1113**.

**Health information and support is available at [www.nhs.uk](http://www.nhs.uk)  
or call 111 for non-emergency medical advice**

Visit [www.uhleicester.nhs.uk](http://www.uhleicester.nhs.uk) for maps and information about visiting Leicester's Hospitals  
To give feedback about this information sheet, contact [uhl-tr.informationforpatientsmailbox@nhs.net](mailto:uhl-tr.informationforpatientsmailbox@nhs.net)



## Who might my information be shared with?

We may share information with our partner organisations. This is so we can give you the best care. It is to protect your best interests. We share information with:

- other NHS trusts and organisations
- ambulance service providers
- Social Services
- local authorities
- law enforcement agencies
- private sector service providers
- NHS England and NHS Digital

Before we send information, we make sure that we are allowed to share it with these partners by law. We make sure that it will be protected. We check to make sure that each of our partners will look after the information.

If the organisation does not need to know who the patients are, we make sure that we take out any personal details before we send any information.

We share information across the country. This is so that NHS England can plan the best way to give care to the whole country.

## Using your information for research and clinical audits

We must carry out medical research to find new treatments and improve public health. Most of the time we can use information that does not show who the patients are. But sometimes we must know who they are. We check that all information used for research is protected and safe.

If you are happy for your information to be used for research, you do not have to do anything.

If you do not want your information used for research, visit [www.nhs.uk/your-nhs-data-matters/](http://www.nhs.uk/your-nhs-data-matters/).

Your information will not be used for research or audits, but will still be used to support your care.

## More information

For more information, contact the Privacy Unit by email: [uhl-tr.infogov@nhs.net](mailto:uhl-tr.infogov@nhs.net)

or visit: [www.uhleicester.nhs.uk/privacy/data-protection/](http://www.uhleicester.nhs.uk/privacy/data-protection/)

اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔  
على هذه المعلومات بلغةٍ أخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل  
જો તમને અન્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કૃપા કરી ટેલિફોન કરો

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।  
Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu

If you would like this information in another language or format such as EasyRead or Braille, please telephone 0116 250 2959 or email [uhl-tr.equalitymailbox@nhs.net](mailto:uhl-tr.equalitymailbox@nhs.net)