

## **Patient confidentiality**

### **Your confidential information and how we use it**

Any personal data sent to the CLPCN LARC service will be treated as confidential in line with the principles of the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). The data will be visible to trained NHS staff only.

The LARC Service is the Data Controller. We take our duty to protect your personal information and confidentiality very seriously and we are committed to taking all reasonable measures to make sure the personal data we are responsible for is confidential and secure. All CLPCN practices are registered with the Information Commissioner's Office (ICO) and compliant with the Data Security and Protection Toolkit which means CLPCN staff are up to date with Data Security training. We have a Data Protection Officer (DPO) who ensures that the CLPCN LARC service is accountable and that we comply with the GDPR/Data Protection Act 2018. The DPO details are:

Dr Cait Taylor, Dingle Park Practice, Park Street, Liverpool L8 6QP.

Telephone: 0151 295 9228 Email [G.N82033@nhs.net](mailto:G.N82033@nhs.net)

The LARC staff team keeps records about your health and any contraceptive treatment and care you receive. The records are on a clinical computer system known as EMIS, and we use an EMIS org specifically for CLPCN (ODS code 137672). The personal information in the record will initially be provided by you when you email the LARC service.

### **What information we collect about you**

- Personal details about you - name, address, date of birth, telephone number or email
- Appointment contacts we have had with you
- Notes and reports about your health, treatment, and care

It is essential that your details are accurate and up to date. Please check that your personal details are correct when you attend an appointment and please tell us about any changes as soon as possible.

### **How your personal information is used**

Your records are used to direct, manage, and deliver the care you receive. This is to make sure that:

The healthcare professionals and administration staff involved in your care have accurate and up to date information to assess your health and decide on the most appropriate care for you.

Healthcare professionals delivering your care have the information they need to be able to assess and improve the quality and type of care you receive.

Appropriate information is available if you need to be referred to another part of the NHS.

Our lawful basis for processing your information under Data Protection legislation is:

Public task: the processing is necessary to perform a task in the public interest, or our official functions, which have a clear basis in law. Article 6 (e) (GDPR/DPA18)

The processing is necessary for the purpose of preventative or occupational medicine, the assessment of the working capacity of employees, medical diagnosis, the provision of health or social care or treatment or management of health or social care system. Article 9 (2) (h) (GDPR/DPA18)

The processing is necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of employment and social security and social protection law. Article 9 (2) (b) (GDPR/DPA18)

Your information will also be used to help us:

- Manage the LARC service
- Review the quality of the care we provide
- Plan for the service to meet the ongoing needs of patients
- Investigate patient queries, complaints, and legal claims
- Ensure the service receives payment for the care you receive
- Audit accounts and services provided
- Carry out health research and development
- Inform training of healthcare professionals and administration staff

For these purposes, we use anonymous data wherever possible. Consent is assumed for use of your telephone number to contact you if there is any need for a booked appointment to be changed. We may need to disclose personal information when required by law to comply with a current judicial proceeding, a court order or legal process served on our website.