

IMPERIAL COLLEGE HEALTHCARE NHS TRUST

CHILDREN'S PRIVACY NOTICE



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Introduction

This is a “privacy notice”, which is a document that tells you about how Imperial College Healthcare NHS Trust (“ICHT”) use your information. You are reading this because you are receiving care by ICHT, and your information is being used as a result of this.

This document will inform you on why we are using your personal information, how we protect it, and what rights you have regarding your personal data that we use. At the end of this leaflet you can find the details on how to contact us to ask questions, use your rights, or how to contact the Information Commissioner’s Office, the official authority within the UK that enforces data protection law within the UK.

What is “personal information”?

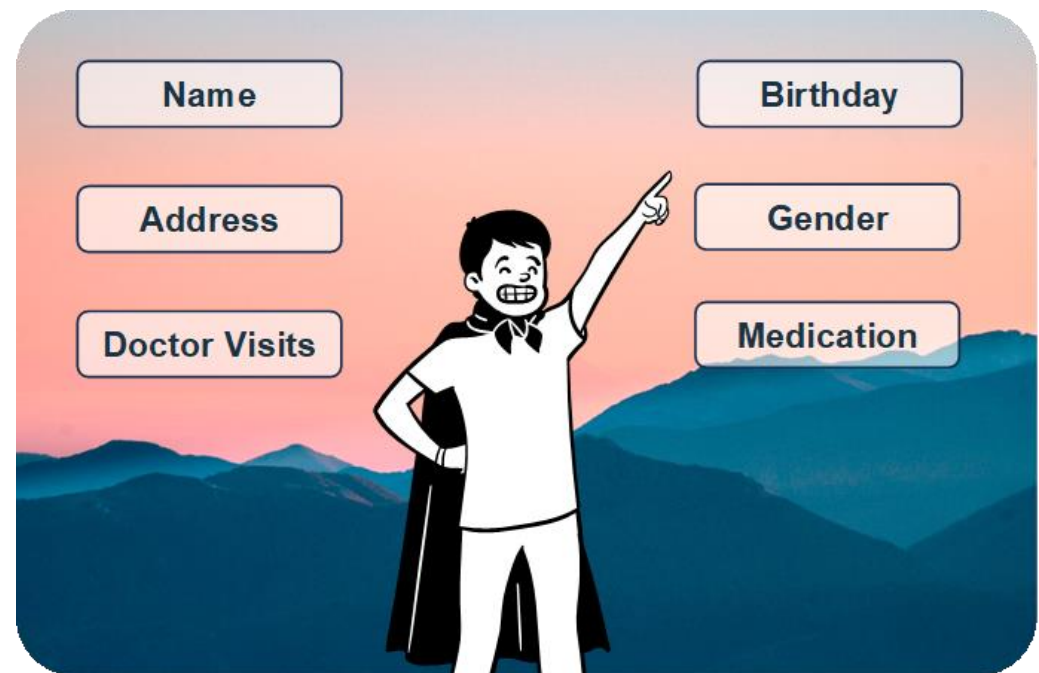
Personal information (or personal data) is any piece of information **about you**. This includes your name, your birthday, where you live and information about your health (for example, if you went to the doctor because you got a cold last month).

Some information is more “**sensitive**” than others; for example, information about your health. Information about your health status is very private and must be treated with extra care.

How do we have this information about you?

We collect your information:

- when you visit one of our hospitals;
- when we look at your health records to make sure we are doing our job properly;
- when we ask you permission to use information about you for research (explained further in the document), and;
- from other organisations



Why do we use your information?

We use your information for the following purposes:

- to treat you.
- to improve our services, which helps you and other patients.
- to do research so we can make new discoveries.
- for our internal functions, such as keeping our systems organised and running our website.



Treating You

Our main purpose is to deliver your healthcare. We collect the data we need to care for you in the best way, so we use your information to understand why you are ill and treat your illness.



To treat you, we use the following information:

- Your name
- Date of birth
- NHS number
- Where you live
- Your parent or your guardian's name
- Your health condition
- When you visited the hospital
- Your tests and scans

Furthermore, each time you come to see us or stay with us, we will write down things that you tell us, things that we tell you, and any medicines or exercises we give you. That way, we can look back at what we have done for you to make sure we are treating you in the best way.

Improving Our Services

We want to understand **how well we are doing in taking care of you**. We want to know what you and others need, if a new product or medication works as well as we want it to and, in general, where we can improve the care that we provide you.

We believe that this would benefit you and all other people that receive care from us. Hence, we sometimes use your and other patients' information to make our services better.

However, everyone working in our hospitals understands that they need to keep your information safe. This is called keeping your information confidential or protecting your privacy. Everyone undergoes training every year to remind them of this. They understand that they must keep any of your information safe. Especially the information that identifies you; this might be your name or address and anything you come to see us about. We are not allowed to give any of this type of information to anyone who should not see it and we ensure that no one else, apart from your doctor, will know that it is about you.

Like a tree in a forest, when someone different from your doctor looks at the information of **100s or 1000s of people**, it becomes really difficult to recognise you personally.

When we collect your information to help us improve our hospitals, we will not keep it for more than 20 years.



Doing Research

Research is when we try to find out **new ways to cure** illnesses and **to think** about medication and products that help improving the quality of healthcare that we provide.



We may need to use information about you for research and sometimes we may also share your information with other organisations so that they can carry out research. However, this only happens when the research helps increase the **wellbeing of all of us**.

Also, it is important for you to know that we will always make sure that you will not be personally identifiable when your information is used for research studies. Remember the forest? When we use your information to discover new ideas and healthcare products, we always make sure your information becomes private, like a tree among 1000 others in a forest.

Sometimes our researchers make really cool discoveries thanks to everyone's information.

However, if you want your information to only be used so that we can care for you and treat you, **you can always say no** to us doing research using your information, and we will ensure to use your information exclusively to cure you.

Internal Functions

We also use your information to make sure our systems are running smoothly. To achieve that, we need to check if everyone's information is where it needs to be in our files and computers, and sometimes we might need to work together with other health care providers to tackle health issues regionally or nationally. This helps us to continue taking care of you and everyone else.

We might collect this information from your health records or get it from other organisations that have been involved in your care.

We also collect information about the visitors to our website via "cookies" (not the kind you eat). Cookies are small pieces of information about how you interact with our website.

Some of these are necessary to run the website; some are not. We will only collect the ones that are not necessary if you have consented to their use. If you are under 13, we will need your parent's or guardian's consent to collect these cookies.

We will only keep this information for 2 years.



How do we protect your information?

We always keep your information **safe and secure**.

We make sure everyone that deals with your information take an information security **training every year**, and we are always **kept in check** by other organisations that we are doing a good job at protection your information.

All of the programmes and tools we use can only be used by people who know the **password**, which means there is only a few people that can see your details. When we ask other hospitals for help, and if we need to send them your information, we make sure they also protect your information.



We carefully review how they will treat your information and whether they got the **thumbs up** from independent organisations that keep all healthcare organisations in check.

Why are we allowed to use your information?

Not just anyone can use your personal information, everyone needs a legal reason to use it.

We have your personal information because we have the responsibility to provide you with healthcare. When it comes to research projects and improving our services, we might use your information because it benefits all of the people we take care of.

Other times we will need your or your parent/guardian's consent to use information about you. In those cases, we will explain in more detail how we would use your information and why we would need your permission.

We will always respect your privacy. If you, or your parent or guardian refuse your information to be used for different reasons than the provision of healthcare, we will only use it for taking care of you.



Who do we share your information with?

We always respect the private nature of your information. We only share your information if we think it is necessary to do so, and when sharing your information will improve the wellbeing of you and other people.

When treating you:

We share your information with other health and social care organisations when they are also directly involved in helping **you**. This can be other hospitals, GPs, or with local authorities when the law requires so.

To improve our services and do research:

Sometimes we share your information with other health care organisations to plan how we can help our patients and improve our services. Occasionally, we may also share your information with other hospitals or universities that make new discoveries which help everyone. When we share your information for these purposes, we ensure that your information is either entirely private, or there is a valid legal reason as to why your information should be shared in a recognisable way.

For our internal functions:

We also use software to ensure everyone's information is kept organised. For these purposes, we also share your information with the organisations that make and run these softwares.



What are your rights?

Because this is **your** information, you have a say in how it is used and when we should stop using it.

What allows you to make such requests are called “rights” under the law, and you can exercise them to influence the way your information is used.

You have the right:

- To see what personal information we have about you.
- To correct a mistake in the personal information we have about you (for instance, if we have a wrong date of birth about you).
- To stop us from using your personal information while we correct such mistakes.
- To stop us from using your personal information, when possible. If we need to use your information to provide you with healthcare, we advise against the stopping of this because you will not be able to receive healthcare properly.
- When we rely on your or your parent’s/guardian’s consent, to not give us consent, or if you / they have given consent, to withdraw it whenever you / they wish to.
- To make a complaint to us or our independent regulator (see next page).
- To move your personal information to another platform.



Sometimes we may not be able to follow up on your right. This is only if the law says so. But we will always give you an explanation if we cannot go ahead with your request.

Contact us!

If you have any questions about this privacy notice or you want to use one of your information rights listed just above, you can get in touch with Philip Robinson who is our Data Protection Officer.

His email address is: imperial.dpo@nhs.net

You also have the right to contact or make a complaint to the Information Commissioner's Office, which is the independent authority for enforcing data protection law in the UK.

Website: <https://ico.org.uk/make-a-complaint/data-protection-complaints/data-protection-complaints/>

Phone: 0303 123 1113

