

Your Rights

Data Protection Laws gives you certain rights about the personal and healthcare information that we hold about you. Some of these rights are not absolute and will depend on the lawful basis or reason we rely on for that data. We will comply with your request, where the law allows. Where we are unable to comply, will inform you of this.

Further information on your Individual Rights and how you can request them, can be found in our Privacy Notice.

How we communicate with you

In order to provide you with accurate and timely information about your appointments, relevant information relating to your episodes of care, or other enquires, we will need to contact you. Where telephone contact is made, we use call display to assist you in identifying and returning calls to us.

While we will use our best endeavours to contact you using any expressed preferred method of contact, this may not always be possible and will be determined by the reason for our contact.

Further information

For further information about how we use your data and your rights under data protection laws, please read the privacy notice on our website ramsayhealth.co.uk/privacy. Alternatively, please contact our Data Protection Officer - Email: dataprotection.officer@ramsayhealth.co.uk

Ramsay is registered as a data controller with the Information Commissioners Office.

The Company's registered address is:
Tower 42, Level 18, 25 Old Broad Street,
London, EC2N 1HQ.

If you would like a large print version or a translation of this leaflet in a foreign language, please contact the Ramsay hospital or clinic where you have been or are being treated.



Data Protection

How we use your data.



Direct Care Purposes

In order to provide healthcare services to you, we need collect, store, and use information about you. We may receive information from you, your referring healthcare provider or health care professionals involved in your care. We may also receive information from your insurance provider (as applicable), social care services or other relevant third parties. The collection of data will depend on your relationship with us.

The aim of this leaflet is to provide you with an overview of how we at Ramsay use and handle your information. Detailed guidance can be found in our Privacy Notice [ramsayhealth.co.uk/privacy](https://www.ramsayhealth.co.uk/privacy).

Data Sharing

Safe and effective care is dependent upon relevant information being shared between all those involved in caring for a patient. When an individual agrees to treatment by the wider care team, it creates a direct care relationship between the individual patient, the consultant or principle clinician, and care team. All health care providers are subject to the statutory duty under section 251B of the Health and Social Care Act 2012 to share information about a patient for the purpose of their direct care. This duty is subject to the Common Law Duty of Confidentiality, the UK General Data Protection Regulation (UK GDPR) and Data Protection Act (DPA) 2018. If you have any concerns about this, please discuss them directly with your consultant or primary clinician.

Data Accuracy

Your care providers will endeavour to ensure that your patient records are kept up-to-date, accurate, secure and appropriately accessible to those involved in the provision of your care and treatment. Please ensure you update us on any changes to your contact information or any other relevant details so we can update your record accordingly.

Non-Direct Care Purposes

Whenever you use a health or care service, such as hospital appointments and admissions, GP appointments, Accident & Emergency, or using community care services, important information about you is collected to help ensure you get the best possible care and treatment. In addition, this information may also be used by us and other approved organisations for non-direct care purposes, where there is a lawful basis to help with: planning services, improving care, research into developing new treatments, and preventing illness. All of this helps in providing better care to you and your family and future generations.

Anonymised information (where you cannot be identified) will be used for non-direct care purposes whenever possible. Confidential information about your health and care is only used in this way where the law allows and shared in alignment with the National Data Opt-Out Policy.

National Data Opt-Out

We will apply opt-outs to data requests that are in scope of the National Data Opt-out. This means that if there is a data request that is in scope of the National Data Opt-out, and you have provided your NHS number to us and registered your choice with the National Data Opt-out programme, your data will not be shared.

To find out more or to register your choice to opt out, please visit [here](#) or by calling **0300 303 5678**. Your individual care will not be affected if you have applied the National Data Opt-out.

Legal Obligation

We are legally obliged to share information in some circumstances. For example, to comply with a statutory obligation, a court order or where a regulatory body has requested access to certain information under their statutory powers as part of their duties to investigate complaints, accidents or health professionals' fitness to practise.