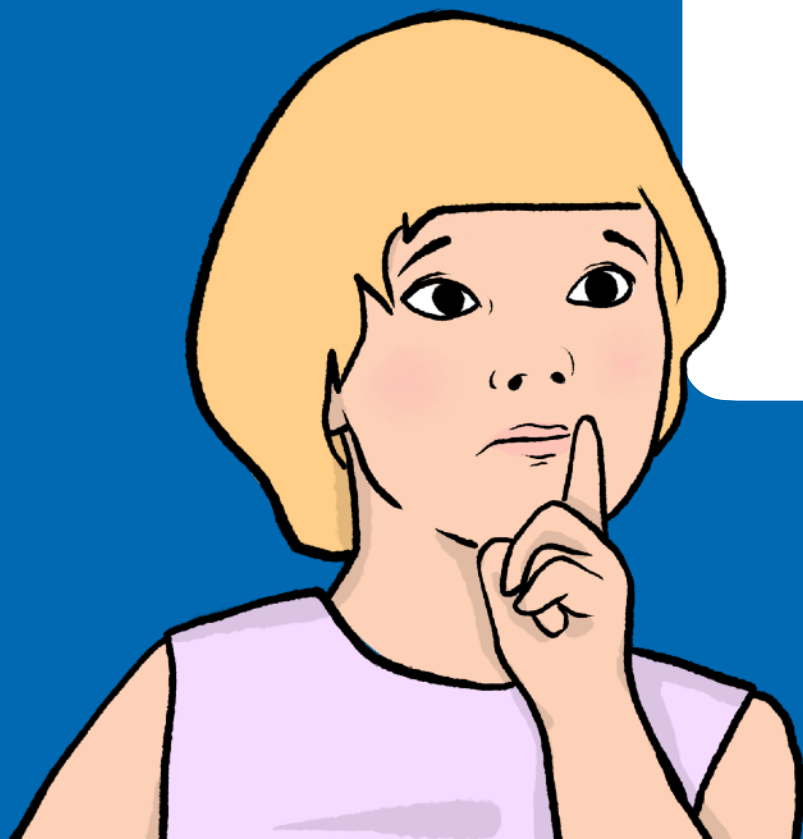


# Keeping your information safe

Herefordshire and Worcestershire Shared Care Record  
**Privacy notice**



# What is in this booklet?



<b>Page 3</b>	Introduction
<b>Page 4</b>	Information about your health and care
<b>Page 6</b>	The Shared Care Record
<b>Page 7</b>	The law
<b>Page 8</b>	Your rights
<b>Page 10</b>	Complaining
<b>Page 13</b>	For more information

# Introduction



This information is from Herefordshire and Worcestershire Shared Care Record.



It is about how we look after information about you.

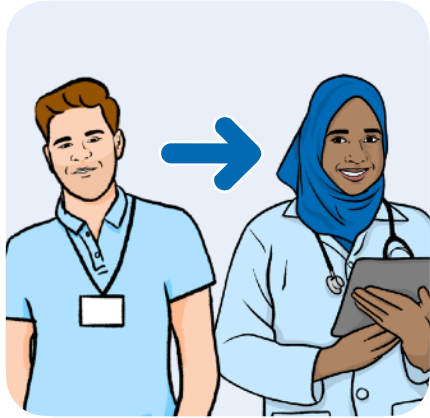
# Information about your health and care



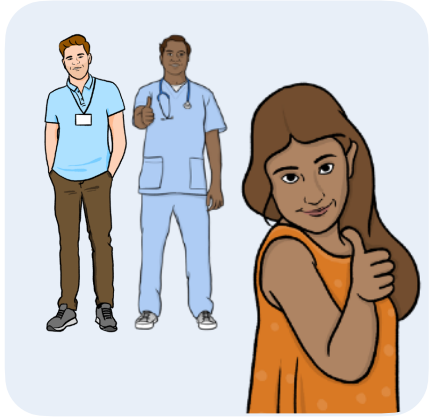
Health and care workers collect information about you so that they can understand how to help you.



Information about you includes things like your name, your age and any illnesses or medicines you have.



We let other health and care workers see some of your information. We only do this when they need it to give you the best care.

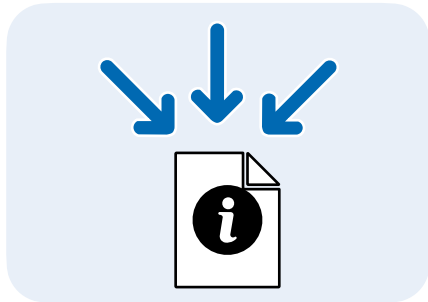


Letting other health and care workers see your information helps them know what you need so they can look after you.

# The Shared Care Record



Health and care workers in the different places you have care write about the care they give you. That's so that they can remember for next time.



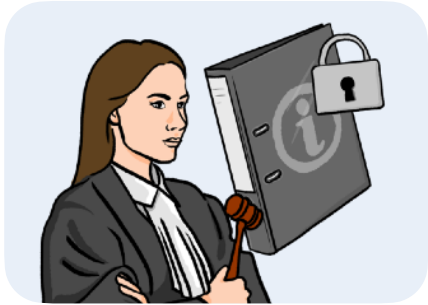
Your information from all these places is brought together by something called the Shared Care Record.

Other health and care workers who give you care later can see this information through the Shared Care Record.



It helps them understand what has happened before, and what care you need now.

# The law



There are laws that tell us how to keep your information safe.



The laws say that we are allowed to let health and care workers see some of your information so they can give you the best care possible.



In our main privacy notice, you can read more about the laws and how we follow them:

[www.hwics.org.uk/priorities/digital-innovation/shared-care-record/privacy-notice](http://www.hwics.org.uk/priorities/digital-innovation/shared-care-record/privacy-notice)

# Your rights



**Rights** are things that every person is allowed to have and do, like the right to be safe and the right to go to school.



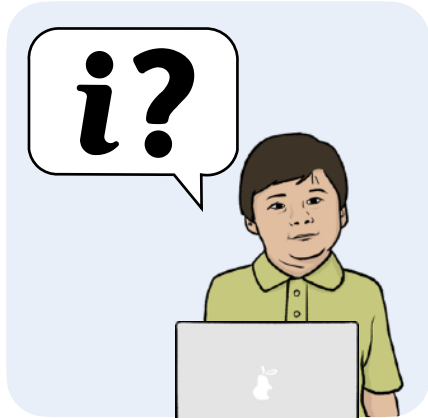
You have the right to say that you don't want health and care workers to look at the Shared Care Record and see information about care you've had from other places.



If you want to do this, here's where you can find out how:  
[www.hwics.org.uk/priorities/digital-innovation/shared-care-record/right-object](http://www.hwics.org.uk/priorities/digital-innovation/shared-care-record/right-object)



You can also contact your health or care service and ask to:

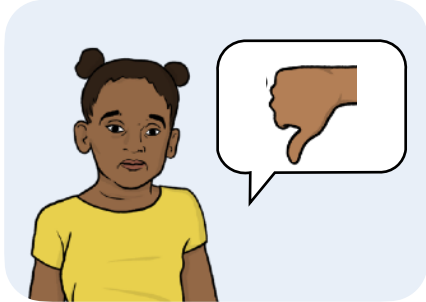


- See what information they have about you.



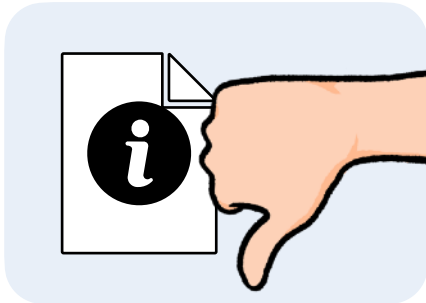
- Change any information they have about you if it is wrong.

# Complaining



**Complaining** means telling someone that you don't like something.

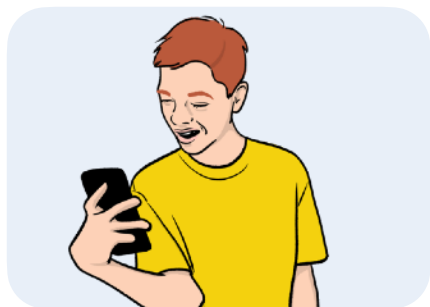
You have the right to complain if:



- You are unhappy with how your information is looked after.



- You disagree with what your health or care service has decided to do with your information.



If you would like to complain you can:

- Contact the health or care service that gave you care.



- Ask them to look at their decision again.



If you are not happy with the decision they make, you can get in touch with the **Information Commissioner**.

The **Information Commissioner** is in charge of making sure everyone follows the laws about how information is used and who can see it.

Here are the contact details for the Information Commissioner:



- Post:  
Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF



- Telephone: 0303 123 1113 (local rate)



- Website: <https://ico.org.uk/global/contact-us/>

# For more information

You can look at our website here:

[www.hwics.org.uk/priorities/digital-innovation/shared-care-record](http://www.hwics.org.uk/priorities/digital-innovation/shared-care-record)

Post:  
Freepost COLLABORATIVE  
CARE RECORD

(You do not need to put a stamp on your envelope)



Email:  
[collaborative.care.record@nhs.net](mailto:collaborative.care.record@nhs.net)

