

A large stack of papers and folders, some with yellow and pink tabs, is the background of the page. The papers are slightly out of focus, creating a sense of depth. In the foreground, there are several overlapping, semi-transparent geometric shapes in shades of green and yellow.

## Information sharing

- Why we keep records
- Our duty of confidentiality

For a better life



---

## Why do we collect information about you?

It's so we can provide you with the best possible care. To do this, we need to keep and update records about the care we provide you.

Your records may be on paper, but usually they will be held electronically.

---

## Who can see and update my records?

Only the people who are helping and supporting you as part of your health and care will see or update your records.

This may be your doctor, carer, or the health worker that you see; and can include mental health social workers and some administrative staff. All are trained to make sure your records are updated accurately and are kept confidential so your privacy is protected.

We share a summary of key information in our health record with authorised professionals from the other organisations directly involved in your care such as other NHS Trusts, social care and your GP practice.

Under the law, there may be times when we must share more detailed information but are not required to seek your consent. Such as:

- If there is a concern you are putting yourself, or another person (or child) at risk of serious harm
- Where we have been instructed to do so by the court or as part of the investigation of a serious crime
- If you are subject to the Mental Health Act, there are cases where your 'nearest relative' must receive information, even if you object
- For public health reasons or other legal reasons, we have to notify the relevant authorities e.g. certain infectious diseases.

---

## How do I know my privacy will be kept?

We have a public duty under data protection legislation to care for the people who use services and their personal health information.

- ▶ We work strictly within the guidelines set out by data protection legislation and the NHS, such as the NHS Caldicott Principles
- ▶ If any of our health care partners are not in the UK, we will tell you
- ▶ We will not share or sell your health records for marketing purposes.

---

## Why do you need to keep my records?

The information collected about you can also be used and provided to other organisations for purposes beyond your individual care, for instance to help with improving standards, planning for the future or research into new treatments.

Most of the time, anonymised data is used for research and planning so that you cannot be identified, in which case your confidential patient information isn't needed.

Confidential patient information is only used like this where allowed by law and you have a choice about whether you want your information to be used in this way. If you are happy with this you do not need to do anything. If you do choose to opt-out your confidential patient information will still be used to support your individual care. To find out more or to register your choice to opt-out, please visit [www.nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters).

---

## What is the legal basis for processing personal data?

As an NHS organisation we have a public duty to care for you, as guided by the Department of Health and data protection law. The legislation says it is appropriate for us to process personal data for people's care and treatment, and the management of health or social care systems and services. Where we use your personal information for other reasons beyond those stated, we will discuss it with you.

---

## What is in my records?

We only record the key items for your health care, this will include details about you, such as:

- Your NHS number
- Your name and address
- Notes on care, treatment and support you are getting or have had
- When you were born
- Appointments or visits
- And who you have told us we can contact, in the event of an emergency.

---

## How long will you keep my records?

We only keep your details for as long as necessary, which is set out under NHS guidelines: 'Records Management Code of Practice for Health and Social Care 2016'. Go to the NHS Digital website at [digital.nhs.uk](https://digital.nhs.uk) for more information.

---

## What are my rights about the information you hold on me?

You have a right to see all the records we hold about you (paper and electronic), unless:

- It has been provided by someone else and we don't have their permission to share it
- It relates to criminal offences, or the detection/prevention of crime
- It could cause harm (physical or mental harm) to you or someone else.

Under current data protection legislation, you have rights regarding your data/information:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling.

---

## Need more information?

- If you would like further details on how we use the information we keep about you, please ask your care co-ordinator, if you have one, or named professional.
- Our website ([www.sabp.nhs.uk/sharing-your-info](http://www.sabp.nhs.uk/sharing-your-info)) contains more information on data protection and your personal information
- Our Patient Advice and Liaison Service (known as 'PALS') has advice and support to help resolve any concerns you may have about our services. You can contact them at:  
Email: [rx.palsandcomplaintssabp@nhs.net](mailto:rx.palsandcomplaintssabp@nhs.net)  
Call: 01372 216202 or 216203 or 216204  
Online: [www.sabp.nhs.uk/pals](http://www.sabp.nhs.uk/pals)
- To access your records you will need to complete and return a '**Right to Access Request Form**'. You can find this on our website at [www.sabp.nhs.uk/sharing-your-info](http://www.sabp.nhs.uk/sharing-your-info) or you can contact us for a copy. Email: [records.team@sabp.nhs.uk](mailto:records.team@sabp.nhs.uk) or call: 01372 216265.

- If you would like to complain about the way we use and share your personal information, our Data Protection Officer can be contacted at: [dpo@sabp.nhs.uk](mailto:dpo@sabp.nhs.uk)
- You can also get advice or raise a concern about the way we have handled your personal information by contacting The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF  
Call: 0303 123 1113
- Further details about your data rights are available from the Information Commissioner's Office at [www.ico.org.uk](http://www.ico.org.uk).

---

## Taking part in research

Our Research and Development team is committed to ensuring that people who use services and their carers are given the opportunity to take part in research.

If you consent to take part, the team may need access to your personal information. Please contact the team direct on 01932 722407 or email [research@sabp.nhs.uk](mailto:research@sabp.nhs.uk) to find out more.

**If you would like this information in another format or another language:**

**Call: 01372 216285**

**Email: [leaflets@sabp.nhs.uk](mailto:leaflets@sabp.nhs.uk)**

**Surrey and Borders Partnership NHS Foundation Trust  
18 Mole Business Park, Leatherhead, Surrey KT22 7AD**

**Tel: 0300 55 55 222    Textphone: 020 8964 6326**

**[www.sabp.nhs.uk](http://www.sabp.nhs.uk)    [@sabpnhs](https://twitter.com/sabpnhs)**

**[www.facebook.com/sabpnhs](https://www.facebook.com/sabpnhs)**