

For more information

The following materials give you more information about your right to confidentiality and your right to see your health records:

- Confidentiality: how the NHS protects your personal health information (factsheet)
- How to see your health records (leaflet)

You can get these leaflets from GPs and dental surgeries, hospitals and other places where you get NHS care. You can also ask your local NHS Board for a copy; phone the NHS inform Helpline on **0800 22 44 88**; or look on the internet: **www.informationgovernance.scot.nhs.uk**

www.nhsinform.scot

Local contact details

Data Protection Advisor
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NHS

Greater Glasgow
and Clyde

**How the NHS
handles your
personal health
information**

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Under the Data Protection Act 1998, you have a right to know who holds personal information about you. This person or organization is called the data controller. In the NHS, the data controller is usually your local NHS Board and your GP surgery.

- Your personal health information is information which identifies you. The NHS must keep your personal health information confidential. It is your right.
- Your personal health information is kept in records. Your health records contain information about health and any care or treatment you have received. Records can be written on paper, held on computer, or both.
- NHS staff use your information to give you the care and treatment you need. They add to your health records every time you get care or treatment.
- Your information may be shared with other people involved in your care.
- Sometimes the NHS uses relevant information about your health to help improve the general public's health and NHS services, or to check that money has been spent properly. Wherever possible, information that identifies you is removed.

The NHS will only share your personal health information in a lawful and fair manner.

- You have the right to see or have a copy of your health records.
- If you want to do this, write to the practice manager at your GP surgery or the records manager at the hospital or other NHS organisation that holds your records.
- Apart from very few exceptions provided by the Law, if health data which identifies you is used for teaching or research, you will be asked to provide permission.
- Sometimes your health information will be shared with people outside the NHS who need it so they can give you care and treatment – for example with a home help or a social worker – but only information that is relevant for your care.
- Usually the NHS will not share your personal information with people - for example with a relative, carer or friend, without your permission.
- Sometimes the law allows the NHS to share your personal health information without your permission, for example to investigate a serious crime or to protect a child or vulnerable adult from harm.

- You may have to pay to see your records, but you don't need to give a reason for wanting to see them.
- If you are not happy with anything written in your records, speak to a member of NHS staff providing your care.



- If you are concerned about your information being shared, you should tell a member of NHS staff involved in your care. If there is no need for sharing your information, you can object.

The NHS is continually improving the organisational and security measures in line with best practices, in particular the ISO27001 Standard. This is regularly audited. All NHS staff, subcontractors and partners are trained on how to safely handle your information.