

# Privacy Notice – a guide for service users

## (Short version for Learning Disability and Integrated Services)



**Version:** V1  
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### Information for service users, families, carers and supporters









Integrated services are provided by Health and Social Care Professionals from Tees Esk and Wear Valleys NHS Foundation Trust (TEWV) and Durham County Council (DCC). This means that staff may work together from these organisations to provide you with care and support.

This Privacy Notice describes how TEWV and DCC will use your personal information.

Personal information is information that identifies you as an individual.

This leaflet answers key questions about how we will use your personal information to help your recovery.

This is a short version of the Trust's full Privacy Notice. You can read the full version on our websites [www.tewv.nhs.uk/data](http://www.tewv.nhs.uk/data) or [DCC website](#). You can also ask a clinical member of staff or your social worker to provide you with a paper copy of the full version.

	<b><u>Head Quarter Address</u></b>	<b><u>Data Protection Officer</u></b>
<b>TEWW</b>	West Park Hospital, Edward Pease Way, Darlington DL2 2TS	Ms. Louise Eastham Head of Information Governance  0191 333 6637  <a href="mailto:TEAWVNT.AccessRequests@nhs.net">TEAWVNT.AccessRequests@nhs.net</a>  Tees Esk and Wear Valleys NHS Foundation Trust, Tarncroft, Lanchester Road Hospital, Lanchester Road, Durham DH1 5RD
<b>DCC</b>	County Hall, Durham DH1 5UL	Kevin Edworthy  03000 268045  <a href="mailto:inforights@durham.gov.uk">inforights@durham.gov.uk</a>  DPO, Floor 4 Room 143-148, Durham County Council County Hall, Durham DH1 5UF

## Your information



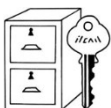
We keep and use information about you to help us to look after you and to give you the best care because the law says we have to.



Information we keep about you:

- your name, date of birth, where you live, your family or carers' names
- health and social care appointments
- test results
- information about your health and social care
- any care plan you have received.

## How long do we keep your information



We will keep your information for as long as the law tells us to.

## Where we get your information if not directly from you



We normally get some of your information from your doctor (GP) or from other systems. We might get some information from other people who help you like social services.

## Automated decisions and profiling



The law says we are not allowed to use your information for automated decisions and profiling.

This means we are not able to put your information into a special computer that can make decisions about you

## Information sharing



We often share your personal information with other people involved in your care or treatment. We will have talked to you about who needs the information when we first meet you.



We may share with: other hospitals; social services and your doctor. If we need to share with anyone else we will talk to you about it.

Sometimes you may not want us to share information with someone else but sometimes we may have to because the law says we have to.

If you want to know exactly who we have shared your information with please contact both Data Protection Officers. Their contact details are on Page 2.

## We will seek your consent



Sometimes we might need to share your information for other things than your care but we will have to ask you if that is OK.

Even if you have said it is OK you can change your mind at any time.

## Information for Research



The law says we can use your information for research as long as it is about your health and wellbeing

## You have these rights



- To confirm that we are processing your personal data;
- To get a copy of your personal data; and
- To ask for other information that we keep about you.

**There will be no charge to access your personal information/ records.**

- To request mistakes to be corrected and incomplete information to be completed
- To request erasure, restriction of processing and object to processing.

**Under some circumstances these rights may not apply.**



- To make a complaint to the Information Commissioner's Office:



Wycliffe House,  
Water Lane,  
WILMSLOW,  
Cheshire SK9 5AF



Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)



Helpline: 0303 123 1113 (local rate)  
Landline: 01625 545 745 (national rate)

You can talk to the Data Protection Officer for advice on any of these rights. Their contact details are on Page 2.



Pictures are from CHANGE Picture Bank

[www.changepeople.org](http://www.changepeople.org)