

Nottingham CityCare Partnership CiC (CityCare) Child Friendly Privacy Notice for the delivery of Health and Care Services.



Hello! We are Nottingham CityCare Partnership, also known as CityCare, and we look after you when you are poorly at your home, in the community such as your health centre, or if you need to visit our Urgent Treatment Centre when you are sick.

We are responsible for the safe keeping of the personal information you give to us when you come to see us, which we call your personal data. This can be your name, your date of birth, where you live, and the reason you need to see us.

This information helps us to treat you when you are poorly or have other care needs that support you to stay healthy.

The document you are reading now is called a Privacy Notice. It tells you what we do with the information that we know about you.

The law requires us to keep your information safe and tells us exactly what we are allowed to do with your information, a bit like rules! These rules also say we have to tell you how we keep it safe and how we will use it. This law is called the Data Protection Act and includes the United Kingdom General Data Protection Regulation.

There are different names in law that you may see or hear, such as the Data Protection Officer. The Data Protection Officer makes sure that we do everything the law says, but you can also speak to them if you are worried about us using your information.

You may also hear the term 'Data Controller' and 'Data Processor'. The 'Data Controller' is the person or group of people (like CityCare) who is in charge of the information we collect. The 'Data Processor' is the person or group of people that processes the information for the people in charge of your information.

If you need to talk to us about your information:

Address: Nottingham CityCare Partnership, Aspect House, Aspect Business Park, Bennerley Road, Bulwell, Nottingham, NG6 8WR

General phone number: 0800 5612121 (9am-5pm, Mon-Fri only)

Website: <https://www.nottinghamcitycare.nhs.uk/>

You can contact the **Data Protection Officer** with questions relating to the use of your personal data at ncp.dataprotection@nhs.net or by visiting <https://www.nottinghamcitycare.nhs.uk/contact-us>

How do we get information and why do we have it?

The personal information we collect helps us to do our job and to follow the law. We use it to support your care, to monitor and report your progress, and to make sure we are giving the correct service to you.

Your information is part of your health records and helps us to make decisions and provide treatment or keep you safe. We keep this information on our computers.

Information we have in your health record could be from you, but also from other health and care organisations such as the Hospital or your Doctor, and any family members and carers that also look after you.

What information do we collect?

Personal information

Personal information are things like your name, address, date of birth, and your family Doctor. This will also include any notes and reports about your health and can be things like test results, scans, or pictures from the hospital, called x-rays. You may also have to take medicines that we need to know about too.

More sensitive information

Sensitive information can be things like the reason why you are coming to see us for care and for us to help look after you. This can be information that you, your family or carers, or your Doctor gives to us. You have to give us this information as it is important that we take good care of you.

When you come to see one of our team such as the Nurses, or when we come to see you at home, we will write down the information that you tell us. We also write down information that we tell you, and what we have said will help you get better. This can be things like exercises that you need to do, or medicines that you have to take, or ways that we can help your parents/guardians to look after your well-being.

You will have a health record that we can look at whilst we take care of you to make sure that we are all looking after you in the best way.

Who do we share information with?

Everyone working at CityCare knows they need to look after your information and keep it safe.

We are not allowed to share information with anyone who should not see it, but we do need to share information with some people because it is important that we all care for you safely.

We may need to share your information with the Hospital, your Family Doctor, your Parent / Guardian or Carer, your School, your Social Worker, a Police Officer, a Researcher, and other health and care staff that are looking after you. We may need your parent or guardian to tell us that it is OK first.

If we do tell people, it is because they are also looking after you, are making you better, or keeping you safe.

What can I do with my information?



We have to tell you how we use your information, and how we keep your information safe.

You can ask for a copy of your health record or to see the information we have about you.

If you think the information we have about you is wrong, you can ask us to change it.

If you want to ask for a copy of your information or for us to make a change to your health record, you will need to let us know by calling us on 0800 5612121. You can also use this number to contact the Data Protection Officer if you have any questions.

If you do not want to speak to someone at CityCare, then you can speak to the Information Commissioners Office, also known as the ICO. The ICO can help you if you are worried or unhappy about the way we have used your information by calling them on 0303 123 1113. They also have a website you can find help at <https://www.ico.org.uk>

You can ask a parent or guardian to help you.

If you, your parent or guardian would like to find out more about CityCare, how we use your information or how the NHS uses and stores your personal data, then you can visit our website at <https://www.nottinghamcitycare.nhs.uk/about-us/public-policies-and-statement/you-and-your-information>

Date of last review

This Privacy Notice was last reviewed on 01st August 2024.
The next annual review is due 1st August 2025.