

# Your Information Your Rights

## Easy read version



This leaflet describes how Norfolk Community Health and Care collects, uses, retains and discloses personal information. Different organisations sometimes use different terms and it can be referred to as a privacy statement, a fair processing notice or a privacy policy.

# Who are we?

We deliver health and social care services and are committed to making sure that they are safe, responsive and of high quality.



## Why we keep personal information about you

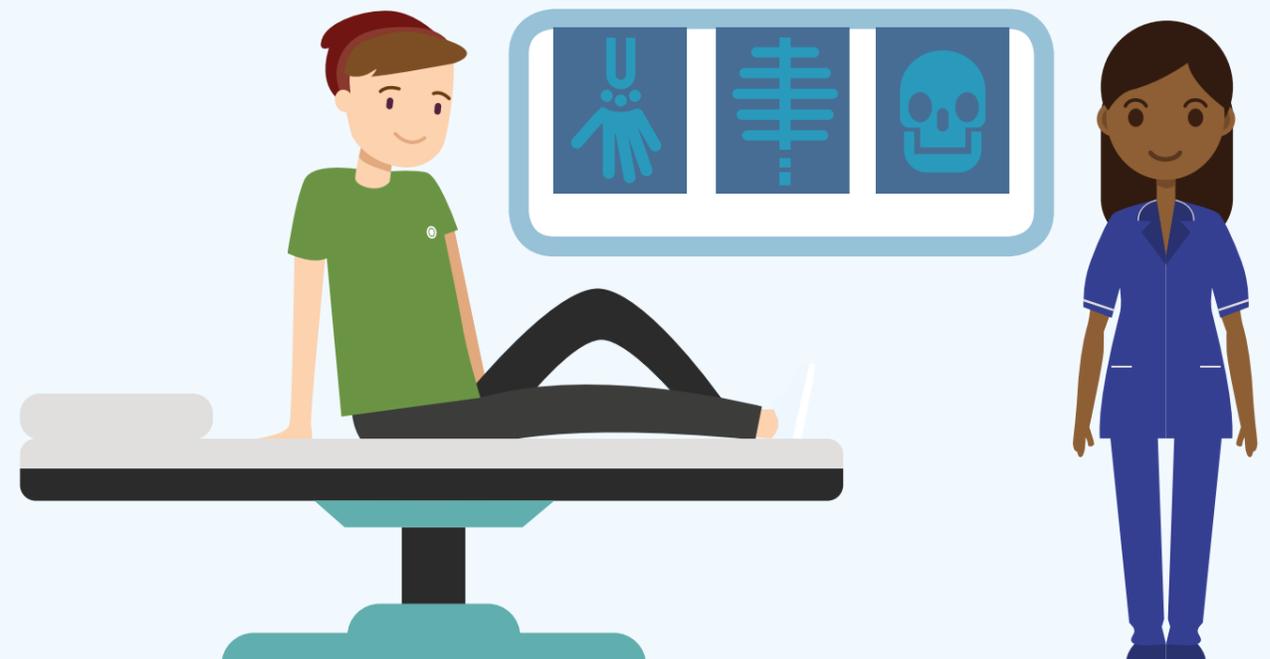
We aim to provide you with the best possible care.

To do this, we must keep records about you and the care we give you.

## What information do we keep about you?

### The information we hold may include:

- Your name, where you live, and your next of kin.
- Times that we have cared for you or when you have visited us in hospitals or clinics. This includes notes about your health, test results and treatments you might have had.
- Information that other health professionals, your family, or carers might have given us.



# How do we collect information about you?

Information you tell us:



Information others tell us:



# How do we use your information?

We hold information about you so that we can deliver your healthcare.

Sometimes we have to tell other organisations relevant information, but we only do this if it's absolutely necessary.

Times that this might happen:



# How long do we keep your information for?



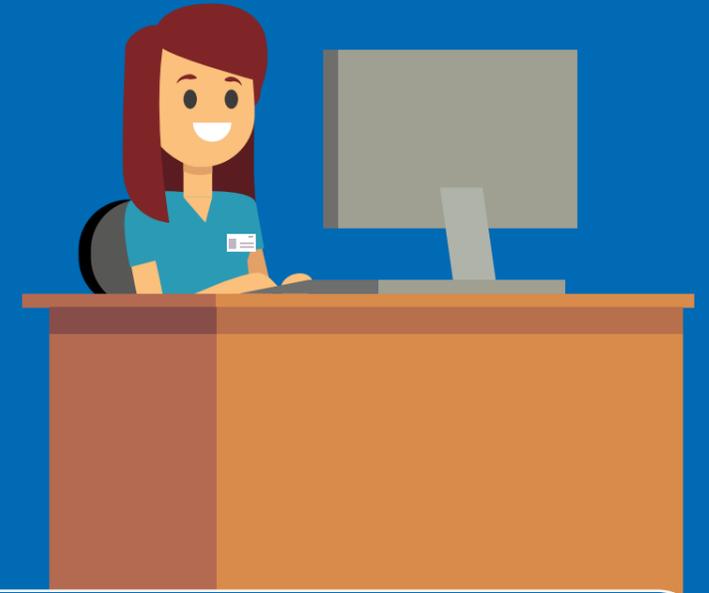
**Adult records:**  
Eight years.



**Children's records:**  
Up until your 25th or 26th birthday, depending on what age you first saw us.

# Who can see your information?

Your information is only seen by those involved in your care, such as a doctor or nurse, or administration staff. This includes receptionists and staff who book appointments, answer patient queries or type up letters and reports.



## Your rights

We only keep the information about you that we really need, and we keep this information safely. We don't share it unless we have to.

The law gives you the right to know what information we hold about you, and to have a copy of this information.

There are also some other rights that you have under the law, such as having any information we hold about you that is incorrect, updated. If you would like to find out more visit our website:

[www.nhs.uk](http://www.nhs.uk)



Norfolk Community  
Health and Care  
NHS Trust

If you would like this publication in large print, Braille, alternative format or in a different language, please contact us on: **01603 697492** and we will do our best to help.



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For more information about our Information Governance please  
email: [ig@nchc.nhs.uk](mailto:ig@nchc.nhs.uk)