

Free information sheet



Your rights about your personal information



There are new rules about how organisations keep people's personal information.



The new rules are called the General Data Protection Regulations or GDPR.



The new rules give people rights about how organisations keep their personal information.

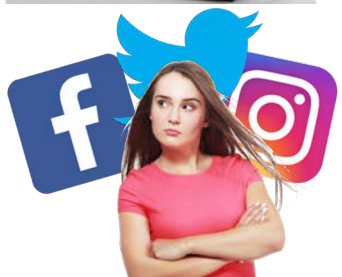


What is personal information?

Personal information is information that can be used to identify you.

This includes:

- Your name
- Your address
- Your telephone number
- Your email address
- Links to your social media accounts like Facebook or Instagram





Who might have your personal information?

Many different organisations may have your personal information.

These include:



- Your doctor or any other part of the health services.



- Your local council.



- Any other service that you get, for example a support service.



- A business that you use. For example, your bank, or if you have a loyalty card from a shop.



- A social media company like Facebook or Instagram.



- A club or group you belong to.



Your right

You have the right to be told if anyone is collecting or using your personal information.



You have the right to know:

- Why they have collected your personal information.



- How long they will keep it for.



- Who they will share it with.



Checking your personal information

You have the right to see the personal information that an organisation has about you.



You can ask for it either by speaking to someone or in writing.



They must show you the information within one month.



The way that they show you the personal information that they have about you must be:

- Easy to understand
- Easy to get
- In clear and plain language



Making sure your personal information is right

You have the right to ask for your personal information to be changed if it is wrong.



You can ask either by speaking to someone or in writing.



Getting your personal information deleted

If you do not want the organisation to have your personal information, you have the right to have it deleted.



You can ask either by speaking to someone or in writing.



They may refuse to delete your information.



They are allowed to do this in certain circumstances. For instance, in some cases the law says that the information should not be deleted.



If they are refusing to delete your information. They must write to you to explain why.

For more information



- **Access to Health Records Team**

Queen Elizabeth the Queen Mother
(QEQM) Hospital, Margate

Telephone: 01843 234522

Email: ekh-tr.accesstorecords@nhs.net

- **The Information Commissioner's Office:**

Web: ico.org.uk/



- **Data Protection Officer and Information Governance Team**

Telephone: 01227 783042 or 01227 866445

Email: ekhft.dataprotectionofficer@nhs.net



- **Patient Advice and Liaison Service (PALS)**

Telephone: 01227 783145

Email: ekh-tr.pals@nhs.net

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