

How We Use Your Information

Easy Read version



Introduction



NHS Norfolk and Waveney Clinical Commissioning Group (CCG) is a commissioning organisation that plan and pay for health services for people living in **Norfolk and Waveney**



The CCG uses information about you and your health. This guide explains how we do that.

What Information do we keep?



We keep information that identifies you such as your name, address and details of your care needs.

We get this information from you or your health and social care providers under the current law.



Your information is kept in:

- **PAPER RECORDS** and / or
- **ON COMPUTERS**



NHS staff will always keep your information **private**.

It is the law.

Why do we keep your information?



To **plan your care and keep you healthy**. Wherever possible the CCG will not use information that can identify you.

However, we may need to share some personal information to make sure that those providing care know about your **health needs**.

How does your information help us?



It helps us to find ways of giving **better healthcare** to everyone within Norfolk and Waveney.



Monitor how we **spend public money** and plan for the future.



To carry out **research**.



To **involve you** in the planning of local services.

Who else might see your information?



People in other organisations who are giving you care **may need to see personal information** we hold about you such as:

- GP Practices
- Hospitals
- Care Homes
- Community Healthcare Assistants and Nurses
- Volunteers
- Social Services
- Continuing Healthcare Staff
- Care Coordinators



We will have to share your information if:

- The law tells us to
- If you tell us to share information; or
- Your health and wellbeing is at risk



We do not send your information to anyone **outside of the UK**

Can you see your records?



YES. The law says that you can see the records we hold about you.



You can make a **request for copies of your records** by contacting the **CCG's Data Protection Officer** in writing or via email. Someone else can make the request on your behalf, provided you have agreed.



We **will not charge you** for this service.

If you have any questions about your information or make a request for a copy of your records you can:



Telephone us on:

01603 613325



Send us an email to:

nwccg.informationgovernance@nhs.net



Or write to us:

Data Protection Officer

NHS Norfolk & Waveney CCG

Lakeside 400, Broadland Business
Park,

Old Chapel Way, Thorpe St
Andrew,

Norwich NR7 0WG

What if I am unhappy with how my information has been used?



If you are unhappy with the way your information has been used or would like to correct your information please contact the **CCG's Data Protection Officer**.

You can also contact The Information Commissioner's Office for help



Telephone them on:
0303 123 1113



Or send them an email at:
casework@ico.org.uk



Or write to them:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF