

How We Use Your Information

Easy Read version



Introduction

NHS Norfolk and Suffolk Integrated Care Board (ICB) is a statutory organisation bringing the NHS together locally to improve population health and establish shared strategic priorities for people living in **Norfolk and Suffolk**.



The ICB uses information about you and your health.

This guide explains how we do that.

How do we keep your information?



We hold your information in 3 different ways:

1. Information that **identifies you** such as your name, address, and details of your care needs.
2. Information which uses a code to **hide** the information which identifies you.
3. Information which has all your personal details **removed**.

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** and only keep it for as long as we are allowed to.

Then we **delete** it. It's the law.

Why do we keep your information?



To **plan your care and keep you healthy**. Wherever possible the ICB 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 Suffolk.



To check **how well** local NHS services are working.



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 ask us to **correct** your information if it is wrong.

To **opt out** of your personal information being used in this way, visit:

[Visit the NHS website](#)



You can make a **request for copies of your records** by contacting the **ICB'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 595857



Send us an email:

dpo@snee.nhs.uk



Or write to us:

Data Protection Officer
NHS Norfolk & Waveney ICB
County Hall, Martineau Lane
Norwich
NR1 2DH

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 **ICB'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