

Patient information

Privacy notice – Information for Children

What is a 'Privacy Notice'?

A 'privacy notice' is a statement issued by an organisation which explains how personal and confidential information about patients, service users, staff and visitors is collected, used and shared.

This privacy notice is issued by Liverpool University Hospital NHS Foundation Trust as a healthcare provider and covers the information we hold about our patients.

Why have we issued this privacy notice?

The NHS (National Health Service) keeps information about you and your health, this information is called a Health Record. This leaflet explains how the trust collects this information and how we keep this information safe. By issuing this privacy notice, we demonstrate our commitment to openness and accountability. We recognise the importance of protecting personal and confidential information in all that we do and take care to meet our legal and other duties.

Who are we and what do we do?

The Trust is a major NHS Trust providing healthcare services across Merseyside and beyond. It was created through the merger of Aintree University Hospital NHS Foundation Trust and Royal Liverpool and Broadgreen University Hospitals NHS Trust.



How does your information help us?

We collect personal and confidential information about you to support with the delivery of appropriate healthcare and treatment. It helps us:

- To give you better care.
- To find ways of giving better health care to everyone.
- To teach doctors, nurses and other health staff.
- To research whether the right care is given to patients.

How do we collect your information?

Your information could be collected in a number of different ways. This might be from a referral made by your GP or perhaps directly from you.

There may also be times when information is collected from your family – for example, if you are taken to our emergency department (A&E) but you are unconscious or unable to communicate.

Lawful basis for processing data

What information do we collect?

Your information can be kept on both paper and electronically. We collect information about you such as:

- Your name.
- Your birthday and the year you were born.
- The name of the person who looks after you and will bring you to your appointments.
- Your Family Doctor (General Practitioner or GP).
- The reason that you are coming to see us.
- Information your family or GP gives us.
- What we do to care for you.

Who else might see your information?

People in other organisations who are also giving you care may need to see your health records.

- We will have to share your information if:
- You have hurt someone.
- Someone has hurt you.
- You have hurt yourself.

Can I see my health records?

Yes, you can see your health records or ask for a copy. Someone else can get this information for you if you say it is okay.

Can I have a copy of my records?

Yes, if you need a copy of your health record you can email **SAR@liverpoolft.nhs.uk** or write to:

Access to Information Team
Liverpool University Hospitals NHS Foundation Trust
Lower Lane
Fazakerley
Liverpool
L9 7AL

What if I think my health records are wrong?

If we agree that your health records are wrong, we will make them right and give you a copy. You can also ask us to add important information.

If we do not agree with you, we will make a note on your records that we have talked about this.

Feedback

Your feedback is important to us and helps us influence care in the future.

Following your discharge from hospital or attendance at your outpatient appointment you will receive a text asking if you would recommend our service to others. Please take the time to text back, you will not be charged for the text and can opt out at any point. Your co-operation is greatly appreciated.

Further information

If you have any other questions, you can:

Write to us:

**Data Protection Officer
1st Floor (Rear)
Aintree House
Aintree University Hospital
Lower Lane
Liverpool
L9 7AL**

Telephone us:

0151 529 8878 or 0151 529 6562

Text phone number: 18001 0151 529 8878/ 6562

Email us:

DPO@liverpoolft.nhs.uk

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Review Date: July 2025

All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

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در صورت تمایل می‌توانید کلیه اطلاعات تصویب شده توسط اتحادیه در رابطه با بیماران را به اشکال مختلف در دسترس داشته باشید، از جمله به زبانهای دیگر، به زبان ساده، چاپ درشت، صوت، خط مخصوص کوران، مون و بصورت روی خطی موجود است.

زانباریی پیوه‌نیدار بهو نه‌خوشانه‌ی له‌لایهن تراسته‌وه په‌سه‌ند کراون، نه‌گهر داوا بکریت له فورماته‌کانی تردا بریتی له زمانه‌کانی تر، نیزی رید (هاسان خویندنه‌وه)، چاپی گه‌وره، شریتی دمنگ، هیلی موون و ئه‌لیکترۆنیکی همیه.

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Dhammaan warbixinta bukaanleyda ee Ururka ee la oggol yahay waxaa marka la codsado lagu heli karaa nuskhado kale, sida luqado kale, akhris fudud, far waaweyn, dhegeysi, farta braille ee dadka indhaha la', Moon iyo nidaam eletaroonig ah.