

Patient information

Privacy notice

What is a 'Privacy Notice'?

A 'privacy notice' is a statement issued by an organisation which explains how personal and confidential information about patients and service users is collected used and shared. This may also be called a privacy statement, fair processing statement or privacy statement. 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 and other individuals that may use our services. A separate privacy notice is available for information we collect about staff as part of our responsibilities as an employer.

Who are we and what do we do?

On 1 October 2019, the Trust was created, through the merger of Aintree University Hospital NHS Foundation Trust and Royal Liverpool and Broadgreen University Hospitals NHS Trust. The Trust is a major NHS Trust providing healthcare services across Merseyside and beyond. As well as providing general and specialist healthcare, it plays an important role in the teaching and education of healthcare professionals and in healthcare research and innovation. We are monitored by a number of different organisations including:

- NHS England.
- The Information Commissioners Office (ICO).
- Care Quality Commission (CQC).
- Department of Health.
- NHS Improvement.

Our consultants, doctors, nurses and healthcare professionals are also regulated and governed by professional bodies.

Why have we issued this privacy notice?

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, including compliance with the following:

- Data Protection Act 2018.
- Human Rights Act 1998.

- Access to Health Records Act 1990.
- Health and Social Care Act 2012, 2015.
- Public Records Act 1958.
- Copyright Design and Patents Act 1988.
- Re-use of Public Sector Information Regs 2004.
- Computer Misuse Act 1990.
- Common Law Duty of Confidentiality.
- NHS Care Records Guarantee for England.
- Social Care Records Guarantee for England.
- International Information Security Standards.
- Information Security Code of Practice.
- Records Management Code of Practice.
- Accessible Information Standards.
- General Data Protection Regulations 2018.

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 another healthcare professional you have seen, or perhaps directly from you – in person, over the telephone or on a form you have completed.

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

What information do we collect?

The information that we collect about you may include details such as:

- Name, address, telephone, email, date of birth and next of kin.
- Any contact we have had with you through appointments, attendances and home visits.
- Details and records of treatment and care, notes and reports about your health, including any allergies or health conditions.
- Results of X-rays, scans, blood tests, etc.
- Other relevant information from people who care for you and know you well, such as health professionals, relatives and carers.

We may also collect other information about you, such as your sexuality, race or ethnic origin, religious or other beliefs, and whether you have a disability or require any additional support with appointments (like an interpreter or advocate).

The Trust will use your contact details to communicate with you about your healthcare i.e. by post, email, telephone or text message.

Why do we collect your information?

We collect personal and confidential information to support the delivery of appropriate healthcare and treatment. In order to provide you with high quality care, we must keep records about you, your health and the care that we provide, or plan to provide to you. It is important for us to have a complete picture as this information enables us to ensure you receive the right care to meet your individual needs.

How do we keep your information safe and maintain confidentiality?

Under the Data Protection Act 2018, strict principles govern our use of information and our duty to ensure it is kept safe and secure. Your information may be stored within electronic or paper records, or as a combination of both. All our records are restricted so that only those individuals who have a need to know the information can get access. This might be through the use of technology or other environmental safeguards.

Everyone working for the NHS is subject to the Common Law Duty of Confidentiality. This means that any information that you provide to us in confidence will only be used in connection with the purpose for which it was provided, unless we have specific consent from you or there are other special circumstances covered by law.

Under the NHS Confidentiality Code of Conduct, all our staff are required to protect information, inform you of how your information will be used, and allow you to decide if and how your information can be shared.

Every NHS organisation has a senior person that is responsible for protecting the confidentiality of your information and enabling appropriate sharing. This person is known as the Caldicott Guardian, and within our Trust this role sits with our Medical Director. You can find more details online <https://www.liverpoolft.nhs.uk/about-us/meet-our-board/>.

How do we use your information and why is this important?

We use your information to ensure that:

- The right decisions are made about your care.
- Your treatment is safe and effective; and
- We can work well with other organisations that may be involved in your care.

This is important because having accurate and up-to-date information will assist us in providing you with the best possible care. It also ensures that all information is readily available if you see another health professional or specialist within our Trust or another part of the NHS.

There is also the potential for your information to help improve health care and other services across our Trust and the wider NHS.

Therefore, your information may also be used to help with:

- Ensuring that our services can be planned to meet the future needs of patients.

- Reviewing the care provided to ensure it is of the highest standard possible, improving.
- Individual diagnosis and care.
- Evaluating and improving patient safety.
- Training other healthcare professionals.
- Conducting clinical research and audits and understanding more about health risks and causes to develop new treatments.
- Preparing statistics on NHS performance and monitoring how we spend public money.
- Supporting the health of the general public.
- Evaluating Government and NHS policies.

Do we share your information with anyone else?

To help provide you with the best possible care, sometimes we will need to share your information with others. However, any sharing of information will always be governed by specific rules and laws. We may share your information with a range of health and social care organisations and regulatory bodies. You may be contacted by any one of these organisations for a specific reason, and they will have a duty to tell you why they have contacted you.

Sharing with other organisations

We work with a number of other NHS organisations and independent treatment centres and clinics to provide you with the best possible care. To support this, your information may be securely shared.

For your benefit, we may also need to share some of your information with authorised non-NHS authorities and organisations involved in your care. This might include organisations such as local councils, social services, education services, the police, voluntary and private sector providers, and private healthcare companies.

Where the sharing involves a non-NHS organisation, a specific information sharing agreement is put in place to ensure that only relevant information is shared and this is done securely in a way which complies with the law.

Unless there are exceptional circumstances (such as a likely risk to the health and safety of others) or a valid reason permitted by law, we will not disclose any information to third parties which can be used to identify you without your consent.

International Transfers

We outsource a limited number of administration and IT support services to external organisations.

These companies are based within the European Economic Area and all services are provided under specific contractual terms, which are compliant with UK data protection legislation.

Only organisations with a legitimate requirement will have access to your information and only under strict controls and rules.

We will not sell your information for any purpose and will not provide third parties with your information for the purpose of marketing or sales.

Mandatory Information Sharing

Sometimes we are required by law to disclose or report certain information which may include details which identify you. However, this is only done after formal authority by the Courts or by a qualified health professional. This may include reporting a serious crime or identification of an infectious disease that may endanger the safety of others. Where this disclosure is necessary, only the minimum amount of information is released.

We are also required to send statutory information to the Department of Health, which is then held centrally and strictly controlled by NHS England.

There may also be occasions when the Trust is reviewed by an independent auditor, which could involve reviewing randomly selected patient information to ensure we are legally compliant.

Clinical training, research and audit

Some health records are needed to teach student clinicians about rare cases and diseases. Without such materials, new doctors and nurses would not be properly prepared to treat you and others.

It is also possible that individuals, such as student nurses, medical students and healthcare cadets, are receiving training in the service that is caring for you.

If staff would like a student to be present, they will always ask for your permission and you have the right to refuse without this affecting the care or treatment that you are receiving.

We also undertake clinical research and audits within the Trust, and your permission may be required for some of this work. If you agree to be involved, a full explanation will be given and your consent will be obtained before proceeding.

Your consent may not be required if the information being used has been anonymised. This means that it cannot be used to identify an individual person.

Lawful basis for processing data

Opting out of sharing your confidential patient information

You have a choice about how you want your confidential patient information to be used. If you're happy for us to use your information, you do not need to do anything. If you choose to opt out, your confidential patient information will still be used to support your individual care.

To find out more about the wider use of confidential personal information and to register your choice to opt out if you do not want your data to be used in this way, visit the National Data Opt Out Programme <https://digital.nhs.uk/services/national-data-opt-out>.

If you do choose to opt out you can still consent to your data being used for specific purposes. You also have the right to 'opt out' of having your information used in any mandatory audits which the Trust is subject to.

What rights do you have?

Under the Data Protection Act 2018, you have the right to find out what information organisations hold about you. These include the right to:

- be informed about how your data is being used.
- access personal data.
- have incorrect data updated.
- have data erased.
- stop or restrict the processing of your data.
- data portability (allowing you to get and reuse your data for different services).
- object to how your data is processed in certain circumstances.

You also have rights when an organisation is using your personal data for:

- Automated decision making (without human involvement).
- Profiling, to predict your behaviour or interests.

There are exceptions to these rights.

How can you get access to the information that we hold about you?

Under the terms of the Data Protection Act 2018, you have the right to request access to the information that we hold about you.

If you would like to access to your Health Records, please submit your request to the Access to Information Team.

Email: **SAR@liverpoolft.nhs.uk**

Phone: 0151 706 2681 / 529 2355

How long do we keep your information?

Your information is kept in accordance with the [Records Management Code of Practice for Health and Social Care](#)

Raising a concern

You have the right to make a complaint if you feel unhappy about how we hold, use or share your information.

If you have any queries or concerns regarding the information that we hold about you or you have a question regarding your privacy, please contact our Data Protection Officer:

Post: Data Protection Office,
Access to Information Team
1st Floor (Rear)
Aintree House
Aintree University Hospital
Lower Lane
Liverpool
L9 7AL

Email: **dpo@liverpoolft.nhs.uk**

Phone: 0151 529 8878 / 6562

If you remain dissatisfied following the outcome of your complaint, you may then wish to contact the ICO:

Post: Wycliffe House, Water Lane,
Wilmslow, Cheshire, SK9 5AF
Web: **<https://ico.org.uk/concerns/>**
Phone: 0303 123 1113

You can also find details of our registration with the ICO online here:
www.ico.org.uk/esdwebpages/search.

Our ICO registration number is Z9553640. Please note that the ICO will not normally consider an appeal until you have exhausted your rights of complaint to us directly. Please see the website above for further advice.

A copy of this privacy notice is also available via our public website.

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

For more information about our services, please visit
<https://www.liverpoolft.nhs.uk/>

Author: Head of Corporate Information Compliance
Review Date: 31 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.

يمكن توفير جميع المعلومات المتعلقة بالمرضى الموافق عليهم من قبل انتمان المستشفى عند الطلب بصيغ أخرى، بما في ذلك لغات أخرى وبطرق تسهل قراءتها وبالحروف الطباعية الكبيرة وبالصوت وبطريقة برايل للمكفوفين وبطريقة مون والإلكترونية.

所有經信托基金批准的患者資訊均可以其它格式提供，包括其它語言、易讀閱讀軟件、大字體、音頻、盲文、穆恩體 (Moon) 盲文和電子格式，敬請索取。

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.

زانیاری پپوهنیدار بهو نه‌خوشانه‌ی له‌لایمن تراسته‌وه پسه‌ند کراون، نه‌گهر داوا بکریت له فورماته‌کانی تردا بریتی له زمانه‌کانی تر، نیزی رید (هاسان خویندنه‌وه)، چاپی گه‌وره، شریتی دمنگ، هیلای موون و ئه‌لیکترونیکی همیه.

所有经信托基金批准的患者信息均可以其它格式提供，包括其它语言、易读阅读软件、大字体、音频、盲文、穆恩体 (Moon) 盲文和电子格式，敬请索取。

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.