



# Children's Privacy Notice

## Introduction

This leaflet tells you what happens to the information that Northampton General Hospital collects about you when you visit the hospital and what we do to keep it safe.

## What do we collect?

We collect information about you such as:

- Your name
- Your address
- Your birthday and year
- Your family doctor
- What we do to care for you
- The reason that you are coming to see us
- The name of the person who will normally bring you to your appointments
- Any information that your doctor, you or your family gives us

## Why do we collect it?

Our main purpose is to deliver healthcare to you. To do this we collect information to help us to care for you in the best way.

We ask for your address so that we know where we can contact you.

We ask for your date of birth as your age may be important to your care.

Each time you come to see us or stay in the hospital we will write down things that you tell us, things that we tell you and any medicines or exercises we give you. This means we can look back at what we have done for you to make sure we are treating you in the best way.

## What do we do with it?

We keep your information electronically and on paper. All of this information together is called your health record. You might also hear it called your 'notes' by our doctors and nurses.

When you first come into hospital, you will have your own health record and will be given a number. Everyone's health record number will be different.

Anyone involved in your direct care at the hospital can see what has been collected. This way we can use the information you have given us to make the right choices about your care.

## Who do we share it with?

We will share the information we record about you with your family doctor. This keeps them up to date about what we are doing for you.

Your parents or guardians should also get a copy of any letters we send to your doctor about your care. Sometimes we might also share it with other health professionals

involved in your care. We might also share it with your school if we think it is important for them to know. If you have a social worker we will share it with them too.

If you tell us something that makes us worried about your safety or the safety of someone else you know, we might have to share this with other people outside of the hospital - even if you don't want us to. This is part of our job to keep you and others safe.

### **Keeping your health record safe**

Everyone working in our hospital understands that they need to keep your information safe. This is called Information Governance, and is all about keeping your information confidential or protecting your privacy.

Our staff and any students from universities or colleges are taught about how to keep your information private and safe.

We tell them that they are only allowed to look at your information if they are involved in your care or if they need it to help us run our hospital. They understand that they must keep any information about you safe.

This is very important when we look at the information that identifies you. This information might include your name or address and anything you come to see us about. We are not allowed to give any of this information to anyone who shouldn't see it. This includes talking to people about it.

### **Checking we are doing our best**

All hospitals are checked by organisations who make sure we are treating and caring for patients and families in the best way we can. The people who check and inspect us might ask to see a small number of health records. They check that notes are written clearly and are kept safe to ensure that we recording and storing your information safely.

### **How long do we keep the information for?**

All hospitals treating children must keep their information until the child's 26th birthday. After this we will destroy it unless we feel it needs to be kept for your ongoing care or for your safety.

### **If we have an incident or complaint**

Sometimes we need to use patient information to help us investigate incidents, complaints or legal claims. If a patient is identified, they or their guardian will be informed.

### **Am I able to see the information you collect about me?**

Yes.

If you are in our hospital you may ask to see the records while you are with us. You or your family will need to ask your doctor or nurse first though as there may be things that we would need to explain to you such as abbreviations or medical words.

### **Can I have a copy of my records?**

Yes.

If you are under 13, your parent or guardian will need to write or email us to tell us what they want to see. It may just be part of your record, your x ray or a report.

We will check they are who they say they are to make sure we are not sharing your information with anyone who shouldn't see it.



If you are over 13 you can request your health records yourself.

**If I think some of my information is wrong can I do anything about it?**

Yes.

You or your parent or guardian will need to contact the medical records team to tell them what it is that you think is wrong so that we can correct it. You can email the team using this address: [Health.Records@nhg.nhs.uk](mailto:Health.Records@nhg.nhs.uk)

**Caldicott Guardian and Data Protection Officer**

The Caldicott Guardian and Data Protection Officer are responsible for ensuring that any information we collect about you is processed in a confidential, legal and appropriate manner.

If you have any concerns about the use of your information you can contact:

Data Protection Officer  
Northampton General Hospital  
Cliftonville  
Northampton  
NN1 5BD  
[DPO@ngh.nhs.uk](mailto:DPO@ngh.nhs.uk)

**If I'm unhappy with the way you've used my information can I do anything?**

Yes.

You can tell us by emailing [DPO@ngh.nhs.uk](mailto:DPO@ngh.nhs.uk) or you can contact the Information Commissioners Office by visiting <https://ico.org.uk/global/contact-us>.

The Information Commissioners Office is an authority which makes sure we are protecting your privacy and that we are doing things correctly.

