

SHSCT Privacy statement

The Southern Trust collects personal information from patients, clients and users in order to provide the most appropriate treatment and care. We also collect information about our services to ensure they are efficient and meeting the needs of our community.

- **Freedom of Information**

Public authorities, including the Southern Trust, are also obliged to provide public access to official information. Requests for official information about the Trust are dealt with through the Freedom of Information office. For more information about FOI requests and how we process them, see below.

- **Personal Information**

All public and private organisations including the Trust are legally obliged to protect any personal information they hold about patients, clients and users. To find out more about how we use personal health and social care information and how you can access your personal information, see below.

Everyone working for the Southern Health and Social Care Trust has a legal duty to keep information about you confidential, as does anyone who receives information about you from the Trust.

- **Data Protection**

In order for Southern Health & Social Care Trust to help provide a service for you we need to know some information about you. Personal information that we process about you is governed by Data Protection Legislation. [READ MORE](#)

Why we need information about you

We ask you for information about yourself so that we can give you proper care and treatment. We keep this information in your notes because it may be needed if we see you again.

Other reasons for which your information may be needed include:

- Helping to review the care given to you to ensure it is of the highest standard. This is done through internal audits of our standards or external inspections of our services
- Training and educating staff
- Looking after the health and social welfare of the general public
- Investigating complaints or legal claims.
- Preparing statistics on the Trust's activity and performance

To find out more about how we protect and use your information please see the [Trust Privacy Notice](#).

Getting access to your personal information

If you want to see the information we hold about you or ask about how we use it, you can speak to the person in charge of your care or you can request a copy of your information.

To request a copy of your Health and Social Care records, please complete our “Request for Access to Patient / Client Records Form” which is available at this link: [Request for access to records](#)

(This Form can also be used in limited circumstances to request access to restricted information about a deceased person).

When sending us your completed application, please ensure you also provide any relevant additional documents as indicated on the Form (i.e. proof of identification, written consent, and/or other legal documentation). These documents are necessary to validate your request.

In most cases, access to personal information is provided free of charge; however the Trust reserves the right to charge a fee or to refuse to respond to a request that is manifestly unreasonable or excessive. For this reason please ensure your request for information is as concise and focused as possible.

Please remember to sign and date the Application Form and provide a return postal address.

Data Protection legislation allows 90 days for providing a response to complex requests. As requests for medical and social work records require review by a clinical/social care professional, the majority of requests will be deemed to be complex and will take up to 90 days to respond to. Requests that are not deemed to be complex will be responded to within 30 days.

Please contact us if you have any queries about completing the Application Form, using the contact details on the form.

Employee's Guide to Handling Information

The Trust has published an [Employee's Guide to Handling Information](#) to outline our responsibilities under the General Data Protection Regulation. The booklet includes suggestions on keeping personal information secure, appropriate accessing of records, emailing and posting information, and reporting incidents.