

Your information

All health and adult social care providers are subject to the statutory duty under section 251B of the Health and Social Care Act 2012 to share information about a patient for their direct care. This duty is subject to both the common law duty of confidence and the Data Protection Act18.

The processing of personal data in the delivery of health care and for providers' administrative purposes within HFR Solutions CIC and in support of health care elsewhere is supported under the following Article 6 and 9 conditions of the GDPR:

Article 6(1)(e) *'...necessary for the performance of a task carried out in the public interest or in the exercise of official authority...'*

Article 9(2)(h) *'necessary for the purposes of preventative or occupational medicine for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services...'*

We will also recognise your rights established under UK case law collectively known as the "Common Law Duty of Confidentiality".

Confidentiality affects everyone: HFR Solutions CIC collects, stores and uses personal data, such as medical records, personal records and computerised information. This data is used by people in the course of their work.

We take our duty to protect your personal information and confidentiality very seriously and we are committed to taking all reasonable measures to ensure the confidentiality and security of personal data for which we are responsible, whether computerised or on paper.

At Board level, we have a Caldicott Guardian who is responsible for the management of patient information and patient confidentiality. They can be contacted via these methods:

HFR Solutions CIC, Training Centre, Fire Service Headquarters, Summergroves Way, Hull, HU4 7BB

customer@hfrsolutions.co.uk

01482 398521

HFR Solutions CIC is registered with the Information Commissioner's Office (Registration Number Z3134125).

All our staff are required to protect your information and inform you of how your information will be used. All staff are required to undertake annual mandatory information governance training which includes data security. This ensures that staff are aware of their information governance responsibilities and follow best practice guidelines, ensuring the necessary safeguards and appropriate use of person-identifiable and confidential information.

How do we obtain your information?

We obtain information from you yourself; generate it as part of the care and treatment we provide you and sometimes from other professionals involved in your care or treatment. We may sometimes receive information from family members, social services, the police or other sources.

Why do we collect information about you and what information do we hold?

The responders caring for you keep records about your health and any treatment and care you receive from HFR Solutions CIC. These records help to ensure that you receive the best possible care. They may be written down in paper records or held on computer. These records may include:

- Basic details about you such as name, address, date of birth, next of kin, etc
- Information about the episode of care we delivered
- Notes about your previous medical history
- Notes about the treatment and care we gave you
- Job applicants, current and former employee's details

How your personal information is used

Your records are used to direct, manage and deliver the care you receive to ensure that:

- Primarily to provide you high quality care that is safe and effective, taking into consideration you as an individual and ensuring care is relevant to you
- The responders and other health care professionals involved in your care have accurate and up to date information to assess your health and decide on the most appropriate care for you
- Responders and healthcare professionals have the information they need to be able to assess and improve the quality and type of care you receive
- Your concerns can be properly investigated if a complaint is raised
- Appropriate information is available if you see another healthcare professional
- Help train and educate responders
- Help improve the care we deliver in the future
- Review the care we provide to ensure it is of the highest standard and quality.
- Ensure our services can meet patient needs in the future.
- Investigate patient queries, complaints and legal claims.
- Audit our services.

Who do we share personal information with?

HFR Solutions CIC has a legal duty to keep information about you confidential. Similarly, anyone who receives information from us has a legal duty to keep it confidential.

We may share information with the following organisations so we can all work together for your benefit if they have a genuine need for the information or we have your permission:

- NHS Trusts and hospitals that are involved in your care
- Third party providers commissioned by our local ICB for the provision of care
- General Practitioners (GPs)
- Ambulance Services
- NHS Digital, NHS Improvement, NHS England, Department of Health
- Care Quality Commission (CQC)
- Social Care Services
- Police
- Solicitors
- Education Services
- Local Authorities, Border Authority
- Voluntary and private sector providers

We will not disclose your information to any other third parties without your permission unless there are exceptional circumstances, such as if the health and safety of others is at risk or if the law requires us to pass on information. Information will only be shared with these other organisations where there is a statutory obligation to do so, or with the agreement of HFR Solutions CIC Calidicott Guardian.

Disclosure of Information

You have the right to request that HFR Solutions CIC considers restricting the information processed about you and who it is shared with, recognising the legal basis for processing information is for the provision of healthcare for individuals.

Retaining information

We will only retain information for as long as necessary. All personal information will be kept in line with the retention periods in the Department of Health Records Management Code of Practice for Health and Social Care Records 2021.

Your rights

We will ensure your rights are respected. Under the Data Protection Act 2018 and General Data Protection Regulation, you have specific rights in relation to your data; you can make these requests at any time. Your rights are as follows:

Right to be informed

HFR Solutions CIC has a duty to provide you with information in relation to how your personal and special category data (more sensitive personal data) is collected, stored and processed. This is provided within our privacy notice on this page.

Right of Access to Information/Subject Access

You can request a copy of the information HFR Solutions holds about you. Please refer to How you can access your records below

Right to rectification and erasure

You have the right to request the rectification of inaccurate personal data and the right to request the erasure of your personal data. However, the rights to rectification and erasure are not an absolute right and it may be necessary for HFR Solutions CIC to continue to process your personal data for lawful and legitimate reasons. If you wish to make such a request, please contact customer@hfrsolutions.co.uk.

Right to object to, or restrict processing

You have the right in certain circumstances to ask HFR Solutions CIC to stop processing your personal data. You can also request not to receive information from the HFR Solutions CIC. However, the right to object to, or restrict processing is not an absolute right and it may be necessary in certain circumstances for HFR Solutions CIC to continue to process your personal data for lawful and legitimate reasons.

If you wish to object to your information being processed, to receiving information from the company, or wish to have information rectified or erased, please send your request customer@hfrsolutions.co.uk.

Rights in relation to automated decision making and profiling

HFR Solutions CIC does not use your information to make automated decisions about you, nor to undertake profiling.

Right to Data Portability

You have the right to get your personal data from an organisation in a way that is accessible and machine-readable, for example as a secure file to be exchanged via e-mail, or an encrypted device. You also have the right to ask an organisation to transfer your data to another organisation. They must do this if the transfer is, as the regulation says, “technically feasible”.

How you can access your records

If you are a patient you have the right to obtain access to your health records under General Data Protection Regulation 2018. This means you have the right to request and receive any information held on you by HFR Solutions CIC.

How do I make a request to access the health records?

If you are a patient, the Next of Kin or a patient’s personal representative and wish to apply for Access to Health Records, you can contact us via the following methods:

HFR Solutions CIC, Training Centre, Fire Service Headquarters, Summergroves Way, Hull, HU4 7BB

customer@hfrsolutions.co.uk

01482 398521

Will I get charged for accessing a health record?

No – under the new General Data Protection Regulation there is no charge levied for access to your own records. We may charge a reasonable fee for administrative costs if a request (or otherwise not respond substantively to a request) is manifestly unfounded or excessive. Should this situation arise, applicants would be provided with more information about how we have reached these conclusions.

What if I have concerns about how HFR Solutions CIC is handling my data?

Please speak to us first. If we are unable to comply with your request, or if you are unhappy about how we have used your data, you can contact the Information Commissioner's Office: <https://ico.org.uk/>