

Fair Processing Policy

Fair Processing Policy with IG Implications

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1 Security of information

Activ8lives collects, stores and processes personal/confidential data every day, such as customer information, health records and financial data. This data is used daily in the course of running the business.

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.

In order to deliver on this commitment, we have appointed a Senior Information Risk Owner who is accountable for the management of all information assets and any associated risks and incidents, and a Caldicott Guardian who is responsible for the management of patient information and patient confidentiality.

2 Why do we collect information about you?

Healthcare professionals caring for/working with you (e.g. nurses) keep records about your health and any treatment/care you receive from Activ8lives. 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.
- Contact we have had with you such as appointments or clinic visits
- Notes and reports about your health, treatment and care
- Results of tests
- Relevant information from people who care for you and know you well such as other health professionals and relatives

Other information we may collect is for the purchasing of equipment. In this instance, we would collect basic details about you such as name, address, items purchased, your wishes surrounding marketing information.

It is essential that your details are accurate and up to date. Always check that your personal details are correct and please inform us of any changes as soon as possible.

3 How your personal information is used

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

- The healthcare professionals involved in your care have accurate and up to date information to assess your health and decide on the most appropriate care.

- Appropriate information is available if you see another doctor or are referred to a specialist or another part of the NHS.
- Review the care we provide to ensure it is of the highest standard and quality

If we hold personal information regarding your purchases, we will only use your information to fulfil your order and keep you up to date with our latest equipment via our newsletter.

4 Who do we share personal information with?

Everyone working within Activ8rlives has a legal duty to keep information about you confidential. Similarly, anyone who receives information from us has a legal duty to also keep it confidential.

We will share information with the following main partner organisations:

- NHS Clinical Commissioning Groups
- General Practitioners (GPs)
- NHS Trusts and hospitals that are involved in your care
- County and District Councils with who you are participating in rehabilitation programmes.

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.

5 Disclosure of information

You have the right to restrict how and with whom we share the personal information in your records. This must be noted explicitly within your records in order that all who have access to your information are aware of your decision.

6 How your personal information is used to improve care

Your information will also be used to help us manage the NHS and protect the health of the public by being used to:

- 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 and complaints
- Prepare statistics on performance
- Undertake health research and development (with your consent – you may choose whether or not to be involved)
- Help to train and educate healthcare professionals.

7 How you can access your records

The Data Protection Act 1998 gives you a right to access the information we hold about you on our records. Requests must be made in writing to our Quality Manager. We will provide your information to you 40 calendar days from receipt of:

- A completed application form, containing adequate supporting information (such as your full name, address, date of birth, NHS number, etc.) to enable us to verify your identity and locate your records
- A cheque for £10 made payable to Activ8rlives
- An indication of what information you are requesting to enable us to locate

8 Data controller

The Data controller responsible for keeping your information confidential is:

Quality Manager

Activ8rlives

LDH House, St Ives Business Park

Parsons Green, St Ives

Cambridgeshire, PE27 4AA

Telephone: 01480 352821

9 Notification

The Data Protection Act 1998 requires organisations to lodge a notification with the Information Commissioner to describe the purposes for which they process personal information. These details are publicly available from:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

SK9 5AF

Telephone: 08456 306060 **Website:** www.ico.gov.uk