

Your Privacy Your Rights

This leaflet explains why Festival Medical Services collects information about you, and how it may be use.

To help **you**

Festival Medical Service volunteer Doctors, Nurses, Dentists, Physiotherapists, Pharmacists, Radiographers, Paramedics, Ambulance, and control room staff provide health care services to everyone at this event.

We aim to provide you with the highest quality care. To do this we must keep records about your health and any treatment or care we provide you.

We may hold information about you electronically or in paper format.

This type of information is needed to make sure:

- the people who are involved in your care, have accurate and up-to-date information to assess your health, decide what treatment or care you need, and when and where you will receive it;

- the type and quality of care you have received can be reviewed and assessed to ensure you and others receive good quality and effective care now and, in the future, and
- any concerns can be properly investigated.

You may receive care from organisations that are not part of Festival Medical services. If so, we will need to share some information about you so that everyone involved in your treatment or care can work together for your benefit.

To help **festival medical services**

From time to time, information about you is used to help us run and improve our event medical service.

This includes:

- reviewing the care given to patients to make sure it is the of the highest possible standard;
- planning services to meet future needs;
- investigating complaints, legal claims, incidents, and enquiries;
- reviewing and reporting on the performance of Festival Medical Services. and
- making sure that we provide service we are contracted for.

When we use information about you for the above purposes we will, whenever possible, reduce or remove information that identifies you, for example, items such as name, address and date of birth will be removed.

The process of removing the information that identifies you is called anonymisation. When large amounts of data need to be analysed – for example, to plan services - we sometimes use a process called pseudonymisation. This involves replacing key identifiers with a code. This means that the people undertaking the analysis does not see information that easily identifies individuals, but we can, if necessary, reconstruct the data to identify individuals. Where this is not possible, rules are in place to ensure that patient information is safe, and it's use complies with the law. If your records are shared outside our organisation those organisations must meet the same strict rules set out in law around safety and security.

To help others

Information about you may be used to help protect and improve the health of other people and help improve our services. This will always be in line with data protection and privacy law.

Where necessary and to comply with the law, people involved in your care may have to give personal information about you to certain organisations, for example if you have an infectious disease, which may endanger the safety of others (eg COVID 19, acute meningitis, whooping cough, or measles).

Some services need information to support health research. This will make sure that:

- we can plan and provide the right services to the right people;
- progress can be made in diagnosing and managing diseases, and
- the most appropriate medication and treatment can be provided.

Festival Medical Services may also use identifiable information for other purposes, such as to support our patient quality and safety initiatives.

Whenever possible we will anonymise information about you and, where we must use identifiable information, strict confidentiality rules will apply and may be subject to rigorous approval processes. Information about you may be shared where we are required to by law including, where required by a court order to prevent a crime.

Assurances and controls

When considering whether to share information about you with others involved in your care, we will:

- share only the minimum amount of information needed;
- ensure anyone receiving information is under an obligation to keep it confidential and safe, and to only use the information for the specified purpose(s);
- use secure systems to help prevent unauthorised access to information;
- where required, put in place information sharing agreements, arrangements, and contracts to control the way the information is shared;
- ensure any secondary use of identifiable information is authorised through appropriate ethics and confidentiality processes, and

- complete Information Governance training. This training makes staff aware of the importance of the confidentiality and security of personal information as well as comply with our policies and procedures.

We will retain personal information about you for so long as we need to, so that we are able to deliver our services and make sure we are providing you with the highest quality care. It will be kept in line with our legal requirements and the law. When information about you is no longer required, we will make sure it is disposed of in a secure manner.

Data protection laws and **your rights**

When we collect and use personal information about you, we have a responsibility to ensure it is processed in accordance with at least one of the lawful basis available under data protection legislation.

We will process personal information about you when it is necessary and where we have a legal basis to do so; for example, in carrying out a task in the interests of the public that is set out in law.

Sometimes we may ask for your consent. However, we don't usually need it to process your information for example, to provide you with care or treatment or to share it with others involved in your care.

There are laws, which provide certain rights to individuals regarding the processing of personal information about them. These include a right to request to:

- be informed about the reasons why we collect and use information;
- either look at or receive a copy of your health records (whether held in writing or electronically); and

- ask that any inaccurate personal information is rectified; however, it should be noted that entries in your health record cannot generally be deleted as they should reflect the professional opinion of the clinician at the time the record was made. Although requests will be considered on a case-by-case basis.

Not all individual rights under data protection law are absolute eg you have the right to object to processing but we may need to continue to use information about you to meet a legal duty. Data protection legislation allows us to do this.

Further information

If you would like to know more about how information about you is used, please speak to a member of staff.

If you are concerned about the way information about you is used, staff will be able to contact our Caldicott Guardian or Data Protection Officer for their advice and information.

Understanding Patient Data provide further detail about how patient data is managed including resources and case studies on how patient data is used in healthcare. Further information can be found here: understandingpatientdata.org.uk

If you have any queries or concerns about the way Festival Medical services

To report a concern to Festival Medical Services please email:

caldicott.guardian@festival-medical.org

If you are not satisfied with our response, you may then register your concern with the Information Commissioner's Office (ICO), please use the complaints portal found on their website:

ico.org.uk/make-a-complaint

Please note, the ICO will require you to provide evidence of having first

