



Free information sheet

Your rights about your personal information



There are new rules about how organisations keep people's personal information.



The new rules are called the General Data Protection Regulations or GDPR.



The new rules give people rights about how organisations keep their personal information.



What is personal information?

Personal information is information that can be used to identify you.

This includes:



- Your name



- Your address



- Your telephone number



- Your email address



- Links to your social media accounts like Facebook, Twitter, or Instagram



Who might have your personal information?

Many different organisations may have your personal information.

These include:



- Your doctor or any other part of the health services



- Your local council



- Any other service that you get - maybe a support service



- A business that you use - like your bank, or if you have a loyalty card from a shop



- A social media company like Facebook or Instagram



- A club or group you belong to



Your right

You have the right to be told if anyone is collecting or using your personal information.



You have the right to know:

- Why they have collected your personal information



- How long they will keep it for



- Who they will share it with



Checking your personal information

You have the right to see the personal information that an organisation has about you.



You can ask for it either by speaking to someone or in writing.



They must show you the information within one month.



The way that they show you the personal information that they have about you must be:

- Easy to understand
- Easy to get
- In clear and plain language

Making sure your personal information is right



You have the right to ask for your personal information to be changed if it is wrong.



You can ask either by speaking to someone or in writing.



Getting your personal information deleted

If you do not want the organisation to have your personal information, you have the right to have it deleted.



You can ask either by speaking to someone or in writing.



They may refuse to delete your information.



They are allowed to do this in certain circumstances. For instance in some cases the law says that the information should not be deleted.



If they are refusing to delete your information. They must write to you to explain why.

For more information



- **Access to Health Records Team,**
Queen Elizabeth the Queen Mother
Hospital, Margate
Telephone: 01843 23 45 22
Email: ekh-tr.accesstorecords@nhs.net

- **The Information Commissioner's
Office:**
Web: ico.org.uk/



- **Data Protection Officer**
Telephone: 01227 78 31 42
Email: ekhft.dataprotectionofficer@nhs.net



- **Patient Advice and Liaison Service
(PALS)**
Telephone: 01227 78 31 45
Email: ekh-tr.pals@nhs.net