

Dorset Care Record Privacy Notice

Overview of Information Held and Shared

This privacy notice explains how the Dorset Care Record uses and manages the information it holds about you. This includes how the information may be shared and how the confidentiality of your information is maintained.

Who We Are

The Dorset Care Record (DCR) is a local health and social care record which brings together information from different organisations involved in your health and care. The DCR holds and shares personal data for people who are registered patients of a General Practice in Dorset and also for people who have received treatment from any organisation that contributes data to the DCR. It allows health and social care professionals to see relevant information about the care and treatment you have had across all services so they can give you better, safer care.

Our Contact Details

Dorset Care Record
County Hall
Dorchester
Dorset
DT1 1XJ

Telephone: 0345 200 0026

Email: dorsetcarerecord@dorsetcouncil.gov.uk

Data Protection Officer: dcr.dpo@dorsetcouncil.gov.uk

Joint Data Controllers

The organisations who decide what personal information is collected and how it is used by the DCR are known as [joint controllers](#) under data protection legislation. Together with Dorset Council, they are:

University Hospitals Dorset NHS Foundation Trust
Longfleet Road, Poole, Dorset, BH15 2JB;
Email: information.governance@uhd.nhs.uk

Dorset County Hospital NHS Foundation Trust
Williams Avenue, Dorchester, Dorset DT1 2JY;
Email: informationgovernance@dchft.nhs.uk

Dorset HealthCare University NHS Foundation Trust
Dorset HealthCare HQ, 2 Nuffield Road, Nuffield Industrial Estate, Poole BH17 ORB;
Email: dhc.informationgovernance@nhs.net

Bournemouth, Poole and Christchurch Council
Town Hall, Bourne Avenue, Bournemouth, BH2 6DY;
Email: information.governance@bcpcouncil.gov.uk

NHS Dorset Integrated Care Board
County Hall, Dorchester, Dorset, DT1 1XJ;
Email: dataprotection.requests@nhsdorset.nhs.uk

GP Practices in Dorset
Email: GPDPO@nhsdorset.nhs.uk

If you have any questions about how your data is used by the DCR, please contact the [DCR Data Protection Officer](#) in the first instance.

Sharing Your Information

Good communication between healthcare professionals involved in your care is vital in providing you with the best possible health outcomes. Health and care organisations share information they hold about you with the DCR and in turn, those involved in providing health care services and treatments to you are able to view this information in the DCR. This includes doctors, nurses and allied health professionals, but may also include administrative staff who deal with booking appointments or typing clinic letters.

Access to information is strictly controlled and restricted to those who need it in order to do their jobs. All those who access the DCR receive training in the use of the system as well as confidentiality and data security training. Audits are carried out by the Data Protection Officer to ensure that access to the DCR is for legitimate reasons.

Who is Information Shared With?

The DCR receives information from, and shares it with a range of organisations in Dorset and in the neighbouring areas of Hampshire, Wiltshire and Somerset in order to provide you with health and care. These organisations include:

- GP Practices;
- Hospitals;
- Mental Health Services;
- Local Authorities;
- Pharmacies;
- Hospices;
- Ophthalmology Services;
- Substance Misuse Services;
- Fire and Rescue Services Safe and Well Team.

The DCR uses third party organisations, known as [data processors](#) under data protection legislation, to provide the system which is used by the DCR. These organisations process your personal information on behalf of the DCR and are held to strict contractual obligations in order to safeguard the information held.

What Type of Personal Information Do We Share?

We currently collect and share the following personal information:

- identity details – name, gender, date of birth, NHS number;
- contact details – address, telephone, email address.

The UK GDPR gives extra protection to more sensitive information known as ‘special category data’. Information concerning your health and care falls into this category and needs to be treated with greater care. The information we share which falls into this category includes:

- details about your health, treatment and care;
- data which may reveal your racial or ethnic origin;
- data which may reveal your religious beliefs;
- data which may reveal sexual orientation.

Our Lawful Basis for Processing Your Information

Confidential patient identifiable information is only shared where there is a legal basis to do so.

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for using your personal information is:

Article 6(1)(e), ‘processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller’.

The lawful basis we rely on for using your special category information under UK GDPR is:

Article 9(2)(h) ‘Processing is 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 and social care systems and services on the basis of Union or Member State law or pursuant to contact with a health professional...’

Where Article 9(2)(h) is relied on, Article 9(3) must also be satisfied by ensuring that data is processed under the responsibility of a professional with a duty of confidentiality.

We satisfy the common law duty of confidentiality in our use of your data as it is only processed for the provision of direct care.

Each organisation is responsible for the information they view, or make available to view, through the DCR. This includes personal records and special category information. All the organisations that can view your information must follow the law to make sure they always handle your personal information in a lawful way.

What Will Your Personal Information Be Used For?

Your information is only shared in the DCR for the purpose of providing you with direct patient care. Allowing health and social care professionals involved in your care to view your records helps them understand your needs and make the best decisions about your care.

We may also access your information to check and validate the quality of the data held in the system.

Retaining Your Information

Your GP records are not stored in the DCR but are shown from the GP system so that healthcare professionals can view them. Once they have finished viewing the records, your information does not remain in the DCR. All other records, including those from hospitals and social care providers remain stored in the DCR.

The DCR has a Retention Policy which reflects the guidance set out in the NHS Records Management Code of Practice and work is underway with our data processors to ensure procedures are in place to meet the requirements of the Policy.

Your Rights

Right of access to your information

You have a right to request a copy of the information that we hold about you. This is known as a Subject Access Request. If you would like to know which organisations have accessed your information in the DCR, please contact the Data Protection Officer, at dcr.dpo@dorsetcouncil.gov.uk or by using the contact details found [here](#).

If you would like a copy of the information held about you in the DCR, you will need to contact the organisation(s) where you received your care. A list of the contact details can be found [here](#).

Right to restrict or object to the use of your information

If you do not want your information to be shared by the DCR, you can opt out. Opting out of the DCR means that your information will be hidden and not available in the DCR system even in an emergency situation unless you change your mind. You can opt out by contacting the Data Protection Officer, at dcr.dpo@dorsetcouncil.gov.uk or by using the contact details found [here](#).

Right to have incorrect information corrected

If you feel that any information held about you is incorrect, you have the right to ask for it be corrected. You will need to make your request to the organisation(s) where you received your care. A list of the contact details can be found [here](#).

Right of data portability

This right only applies where the processing is based on consent as the legal basis or the fulfilment of a contract. This is therefore not applicable to data held in the DCR.

Right to appropriate decision making

This right applies to automated decision making and is therefore not applicable to data held in the DCR.

Right to erasure

This is not an absolute right and there may be legal reasons why your information must be retained. If you feel that your personal information should no longer be used, or that it is being used illegally, you would need to make a request to have it erased to the organisation(s) where you received your care. They will be able to confirm if the information can be deleted or explain why not. A list of the contact details can be found [here](#).

If you do not want your information to be shared by the DCR, you can opt out. Please see the section on the right to restrict or object to the use of your [information](#).

How to Make a Complaint

If you are unhappy with the handling of your personal information, you have the right to make a complaint. In the first instance, complaints should be addressed to the Data Protection Officer, at dcr.dpo@dorsetcouncil.gov.uk or by using the contact details found [here](#).

You also have the right to make a complaint to the Information Commissioner's Office – the independent regulator of data protection. You can contact the Information Commissioner by using the following contact details:

Information Commissioners' Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>