

## Use of Your Personal Information

This privacy notice explains why we collect information about you and how that information may be used.

### Why are we collecting your information?

Our social care professionals who provide you with our services maintain records about your social care needs and any treatment or care you have received previously or are currently receiving. These records help to provide you with the best possible social care.

### What type of information do you collect about me?

Your records may exist in several formats including electronic, paper or a mixture of both. The records which we hold about you may include the following information: -

- Personal details relating to you, including your name, address, date of birth, NHS number and contact details, carer, legal representative and next of kin' emergency contact details.
- Any contact we have had or intend to have with you such as appointments, home visits, etc.
- Notes and reports about your health and social care which is deemed to be of a sensitive nature
- Details about your referral, treatment and care
- Results of any additional relevant assessments
- Relevant information from other health and social care professionals, relatives or those who care for you.

### How will you use my information?

To ensure you receive the highest levels of care, your records will be used to facilitate the care that we provide. Anonymised information held about you will be used to help us manage our contracts with commissioners. Information will also be used within our organisation for the purposes of audits and monitoring of performance of services. Some of this information will be used for statistical purposes and we will ensure that individuals cannot be identified.

We may also use your data to contact you to take part in independent research or surveys and ask your opinion about our services to ensure we understand how we can deliver a better service.

We will not sell your data to private companies.

## Linking your health and social care data

To help us better plan services for you and understand how well existing services are working and meeting needs we link data from the health and social care services you use. This is a very important process without which we have very limited understanding of how health and social care is connected.

### How will my information be kept confidential?

The data that is linked is 'pseudonymised', which means any identifying details (such as name or NHS number) is replaced with a unique code. No other patient identifiable

data such as name or address is received for data linkage. The data that is linked includes data from hospitals (via a portal called the Secondary Uses System) and GP records (EMIS).

#### [Whom else will have access to this information?](#)

We work with an organisation called the North East London Commissioning Support Unit, who work on our behalf to securely manage and link these data. Such organisations are referred data processors.

This data is always stored securely and only shared with organisations, under a strict data processing agreement, that are working with us to help us plan and evaluate health and social care services. These organisations mainly include, but not limited to, the NHS and academic partners such as UCL and London School of Economics.

With any organisation we work we ensure that there is strict governance, security systems and procedures in place to protect your data.

#### [Processing free text information captured in adult social care assessments to monitor demand and need](#)

Information about the needs of service users is crucial to understand how best to support them. This information can also be very useful for planning purposes, for instance when assessing changes through time in the nature of care needs of the population supported by the council. Whereas case notes include a lot of invaluable information regarding the needs of care users and their carers, a lot of this evidence is written in free-text and is therefore difficult to access rapidly or to summarise across a number of cases. London Borough of Islington the London School of Economics and NEL Commissioning Support Unit are collaborating in a study which aims to find ways to de-identify free text information and extract systematically indicators of need from the free-text information included in case notes.

#### [Legal Basis for Processing](#)

Our legal basis for processing your data as described above relies on certain conditions set out in General Data Protection Regulations Articles 6 and 9 which come under the UK Data Protection Act 2018

#### [What if I do not want to have my information linked or shared?](#)

To opt out of having your data used in this way contact;

E-mail; PHASS@islington.gov.uk

Write to: Mahnaz Shaukat

Public Health Dept

222 Upper Street, London, N1 1XE