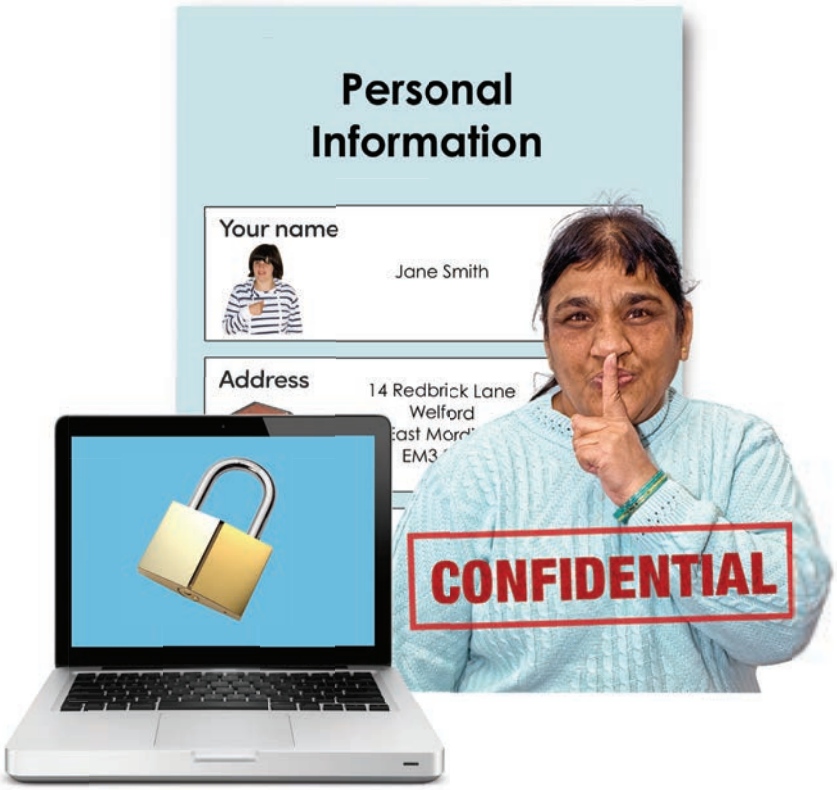
Provide community



Privacy policy



How we look after your personal information

About privacy



A privacy policy tells you how organisations deal with information they have about you.

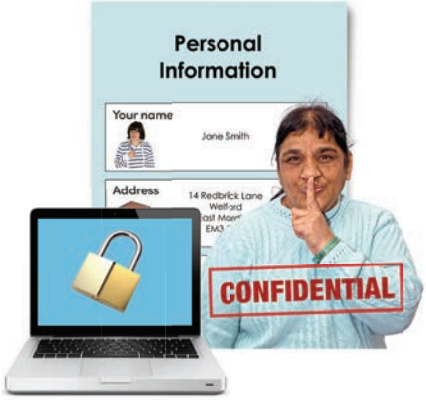


The law says organisations must have a privacy policy.

Our privacy policy tells you:



- what personal information we have about you



- how we look after your personal information



Why we keep personal information about you

We want to give you the best service and care.



To do this, we must keep information about you and the care we give you.

What personal information we keep about you



We only keep personal information that we need to help you.



This might be:

- your name and your date of birth



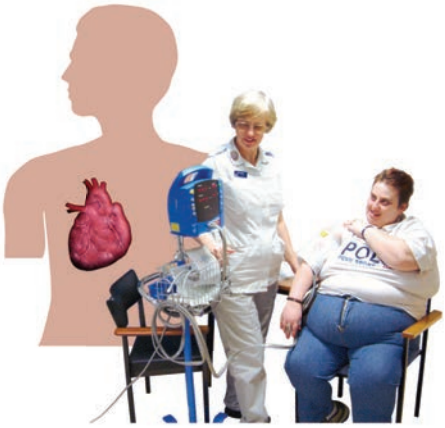
- your address, email address and telephone number



- your next of kin. This is someone you want us to contact in an emergency



- information about times that we have given you care and treatment. This might be when you have visited us in hospitals or clinics



- information about your health. This might include tests and treatments you have had

How we get your information



We get your information from:

- things you tell us



- information other people tell us. People like doctors, your family or carers



- the NHS. Sometimes the NHS tells us things we need to know about you. Things like what medicines you take.

  This helps us make sure we can give you the right care.

How we use your personal information

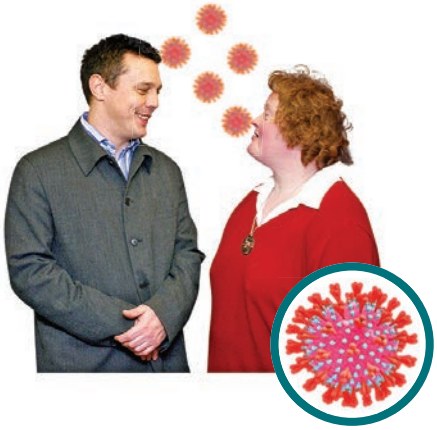


Sometimes we need to share your personal information with other organisations.



We will only share your information:

- if you have had a baby



- if you have an infectious illness. This is an illness you can easily pass on to other people if you are near them



- if the law says we need to share it



- to stop someone from getting hurt



- when the Care Quality Commission checks our services to make sure we are giving good care

How long we keep your information for



We follow the same rules as the NHS about how long we can keep your information for.



For children, we can keep personal information until they are age 25 or 26.



For adults, we can keep personal information for 8 years.

Who can see your information



Only people who need to see your information are allowed to.



Your personal information can be used by:

- doctors and nurses

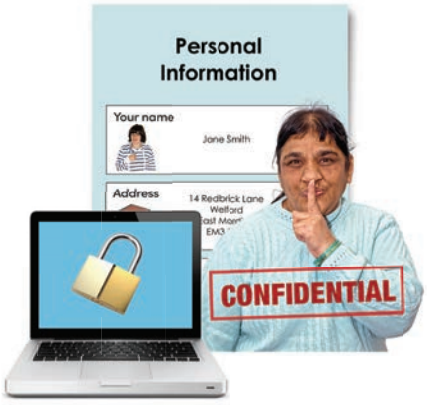


- staff who work in our office. The people who book your appointments and send you letters

Your rights



We only keep information about you that we really need.



We will keep your information confidential and safe. We will not share your information unless we have to.



The law says you have the right to:

- ask to see what information we have about you. You can ask us for a copy of the information



- change any information that is wrong



- ask us to delete information we have about you



- ask us not to use your information because you think it is unfair how we:



- collected your information
- shared your information
- looked after your information



- change your mind and decide you do not want us to use some of your information



Contact us

If you have any questions you can contact us.



Phone us:

0300 303 9999



Email us:

provide.enquiries@nhs.net



Write to us:

Provide CIC
900 The Crescent
Colchester Business Park
Colchester
Essex
C04 9YQ



You can find more information and big privacy policy on our **website**:

www.provide.org.uk

How to complain



If you are not happy about how we use your information you can **complain**.

Complain means telling us you are not happy.



Phone us:
0300 303 9951



Email us:
provide.customerservices@nhs.net



If you are still not happy you can complain to the Information Commissioner's Office.

It is called the **ICO** for short.



The **ICO** check that we are looking after information in the right way.



Phone the ICO:

01625 545700



Write to the ICO:

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