NHS
Leicester, Leicestershire and Rutland
Integrated Care Board

How we use your information

Easy-Read version

This guide tells you how the NHS Leicester, Leicestershire and Rutland Integrated Care Board uses your personal information and why.

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Introduction

NHS Leicester, Leicestershire and Rutland Integrated Care Board works with our partner organisations across Leicester, Leicestershire and Rutland to deliver a health and care system that tackles inequalities in health and improves the health, wellbeing and life experiences of people living in Leicester, Leicestershire and Rutland.

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What is personal and sensitive information?

Personal information is anything that can identify you in some way. Below are some examples of personal information:

- Your name
- Your address and postcode
- Your date of birth
- Your NHS number

Sensitive information is information that requires more protection. Below are some examples of sensitive information:

- Race or ethnic origin
- Religious beliefs
- Health data

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What information do we keep about you?

We keep information that you have sent to us, for example, you have made a complaint about the healthcare you have received, and we need to investigate, or you have requested funding for your ongoing health condition.

We also keep information about you which we have received from others, for example, other health and care organisations, family members or carers to support your care.

Where is your information kept?

Your information is kept on computers.

NHS staff will always keep your information **private.**
It is the Law.

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What is the Law for using your information?

The laws for using your information are:

- UK General Data Protection Regulation
- Data Protection Act 2018
- The Data Use and Access Act (DUAA) 2025
- The Common Law Duty of Confidentiality

NHS Leicester, Leicestershire and Rutland Integrated Care Board uses your personal information under the legal reasons below:

- We have your consent (agreement)
- We have a legal responsibility - the law requires us to do this
- To do a public task – we are required to do certain activities by law

NHS Leicester, Leicestershire and Rutland Integrated Care Board uses your sensitive information under the legal reasons below:

- For employment, social security and social protection law
- For health or social care services
- For public interest
- For defending legal claims

Why do we keep your information?

To plan your care and keep you healthy.

Wherever possible the NHS Leicester, Leicestershire and Rutland Integrated Care Board will not use information that can identify you.

How does your information help us?

It helps us to find ways of giving better healthcare to everyone within Leicester, Leicestershire and Rutland.

It helps us keep an eye on how we **spend public money** and plan for the future.

We can **involve you** in the planning of local services

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Who else might see your information?

People in other organisations who are giving you care **may need to see personal information** we hold about you such as:

- NHS Northamptonshire Integrated Care Board who the NHS Leicester, Leicestershire and Rutland Integrated Care Board are working with
- GP Practices
- Hospitals
- Care Homes
- Social Services
- Continuing Healthcare Staff
- Care Coordinators.

We will have to share your information if:

- The law tells us to
- You tell us to share information; or
- Your health and wellbeing is at risk.

We **do not send** your information to anyone **outside of the United Kingdom.**

Can you see your records?

Yes. The law says that you can see the records we hold about you.

NHS Leicester, Leicestershire and Rutland Integrated Care Board do not hold medical records. Medical records are held by the organisation that provides your healthcare for example the hospital or doctors surgery.

You can ask for copies of your information held by the NHS Leicester, Leicestershire and Rutland Integrated Care Board by contacting the Information Governance Team by letter or email.
Someone else can make the request on your behalf, provided you have agreed.

We **will not charge** you for this service.

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National Data Opt Out:

The information collected about you when you use health and care services can also be used and sent to other organisations for purposes other than your care and treatment to help with:

- Improving the quality and standards of care
- Research into the development of new treatments
- Preventing illness and diseases
- Monitoring safety
- Planning services

You have a choice about whether you want your confidential information to be used in this way. If you are happy for your information to be used in this way you do not need to do anything. If you are not happy and choose to opt out, your confidential information will still be used for your individual care.

To find out more or to opt out, please visit https://www.nhs.uk/your-nhs-data-matters/ . You can change your mind about your choice at any time.

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If you have any questions about your information or want to ask for a copy of your information you can:

Telephone us on

01604 476777

Send us an email

llricb-llr.informationgovernance@nhs.net

Or write to us at:

Information Governance Team

NHS Leicester, Leicestershire and Rutland Integrated Care Board

Room G30

Pen Lloyd Building

County Hall

Glenfield

Leicester

LE3 8TB

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What if I am unhappy with how my information has been used?

If you are unhappy with the way your information has been used or would like to correct your information, please contact the Information Governance Team as shown above.

You can also contact the Information Commission's Office for help.

Telephone them on:

0303 123 1113

Or send them an email at:

casework@ico.org.uk

Or write to them at:

Information Commission's Office

4th Floor, No 3 Circle Square

5 Hawkshaw Street

Manchester

M1 7BL