

You can have a say in how Badger uses information about you. If you want to find out more or have any special information or confidentiality requirements, please speak to the staff currently providing your treatment and care.

If you agree, you can expect your relatives and friends to be kept up to date with the progress of your treatment.

Freedom of Information Request (FOI)

As Badger is not a public authority, we do not have to respond to FOI requests, however, indirect requests may come via the CCGs. For further information, contact IG Lead, or Caldicott Guardian.

Records Management Code of Practice for Health and Social Care 2020

All staff have a legal and professional obligation to be responsible for any records they create or use in the performance of their duties. Any record created by an individual, up to the end of its retention period, is a public record and subject to information requests.

All information should be accurate, up to date, complete (including NHS No), quick and easy to access.

For further information on how we manage your Personal Information please visit our website on:

<http://www.badger-group.com/privacy-policy/>

If you need this information in a different language or format please contact **Badger, Telephone 0121 766 2170**

URDU

اگر آپ کو یہ معلومات مختلف زبان یا شکل میں درکار ہے تو براہ کرم رابطہ کریں۔

Badger, Telephone 0121 766 2170

BENGALI

আপনার এই তথ্য ভিন্ন ভাষায় বা ভিন্ন ফর্মাটে প্রয়োজন হলে দয়া করে

যোগাযোগ করুন। Badger, Telephone 0121 766 2170

HINDI

यदि आपको यह जानकारी किसी अन्य भाषा या स्वरूप में चाहिए तो कृपया सम्पर्क करें।

Badger, Telephone 0121 766 2170

SOMALI

Haddii aad u baahan tahay in warbixintan laguugu turjumo luuqad kale ama qaab-daabacaadeed ka duwan, fadlan la xidhiidh

Badger, Telephone 0121 766 2170

POLISH

Jeżeli chcą Państwo otrzymać tę informację w innym języku lub formie, proszę skontaktować się z

Badger, Telephone 0121 766 2170

CHINESE

如閣下需要這份資料被翻譯成不同語言，或以不同方式表達，請聯絡

Badger, Telephone 0121 766 2170

ARABIC

إذا كنتم تودون الحصول على هذه المعلومات بلغة أخرى أو بتسبيق مختلف فترجو أن تتصلوا بـ

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PUNJABI

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਵੱਖਰੀ ਭਾਸ਼ਾ ਜਾਂ ਫਾਰਮੈਟ ਵਿੱਚ ਸਾਹੀਲੀ ਹੋਵੇ ਤਾਂ ਵਿਰਥਾ ਵਰਕੇ ਸੰਪਰਕ ਕਰੋ

Badger, Telephone 0121 766 2170



A guide to how we handle your personal information.

Key Contacts

Caldicott Guardian
Senior Information Risk Owner (SIRO)

Dr Vipran Vijaya
Dr Waqar Azmi

How we use your information

PRIVACY POLICY

Our privacy policy sets out the way Badger Group process your personal information. It deals with how we collect information, what we do with it, how we protect it and what controls or rights you have.

We are committed to protecting the privacy of our patients and anyone who interacts with us and will treat all information you give us with care.

We promise to:

Tell you why we collect personal information, how we do this and what we use it for. Only collect the information we need to deliver the service to you. Keep the personal information up to date and ensure it is safe and secure.

By providing your personal data to us or by using our services or our website you are accepting or consenting to the practices in this Privacy Policy.

We may change this policy from time to time.

Information about you and your medical treatment may be held on both manual and computerised systems.

This information is vital to Badger and is needed to give you the best possible service and healthcare. Doctors, nurses and other members of the healthcare team need to make notes on paper or computer systems about any diagnosis, test results, treatments, drug prescriptions and other additional information that you may provide, that is considered to be relevant to the treatment of your condition.

Secretaries, receptionists and other clerical staff need access to some of your records in order to do administrative tasks such as booking appointments

and communicating with you and other parts of Badger or the NHS.

What you can do

Please help us to keep the information about you up to date by telling us about any changes in your details, e.g., change of name, address, telephone number etc.

The main reasons for which your information may be needed:

- To provide your healthcare and treatment.
- To look after the health of the general public e.g., immunisations and Screening programmes.
- To help staff review the healthcare they provide.
- To train and educate staff (and you can choose whether to be involved personally)

When information may be passed on

We will not disclose your information to third parties without your permission unless there are exceptional circumstances such as when the health and safety of others is put at risk or where the law requires it. We may share information with the following main partner organisations:

- NHS Clinical Commissioning Groups and NHS bodies.
- General practitioners (your Doctor)
- Ambulance services.

Where possible your information is used in such a way that you cannot be personally identified.

Our service

If you have any comments about the service we have provided then please; speak directly to the Badger staff and try to resolve the issue locally, or if

you prefer, contact the Quality and Compliance Department on **0121 766 2170** or qualityandcompliance@badger.nhs.uk

How we protect your information

Your personal information is safeguarded by the Data Protection Act 2018 and General Data Protection Regulations GDPR.

The sensitivity of patient information is well understood within Badger. All staff are given training on their duty of confidentiality to you.

We keep paper and electronic records secure to prevent unauthorised access in line with current legislation.

Managing the data

We need to be able to move electronic information from system to system, extracting the data, processing it and modifying it for the next system. Occasionally, tests will need to be made on the data to check that it has been transferred correctly. This will only be done under carefully controlled conditions.

Your right to access your records

Your treatment details are sent to your GP. If you require access to your records, you should contact your GP.

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