

When we share your medical data we ensure that we only share the minimum necessary for the specific purpose.

Any information we hold about you is not sold or shared with any third party for marketing purposes.

## How we protect your information

Appropriate technical controls are in place at ReMind UK and with any suppliers we may use, to protect your personal and medical data. We have security procedures in place to guard against unauthorised access, improper use, alteration, destruction or accidental loss of personal information.

Your information can only be accessed by appropriately trained staff (and where appropriate, volunteers) for the specific purpose provided.

## How long we keep your information

If you attend our NHS memory service we will keep your medical record for 20 years, this is in line with NHS England Records Management Code of Practice. Information is destroyed after 10 years if the patient is deceased.

All records will be destroyed securely and confidentially, once we have reached the end of the specified retention period.

## How you access your information

We aim to ensure that any information we hold about you is accurate and up to date. You can request to see this information at any time. You can also ask us to destroy permanently any records we hold about you, if you wish.

Please send any requests to view, amend or delete your data in writing, along with proof of your identity, to the address at the bottom of the page. Feel free to contact us for guidance before you make your request on 01225 476420.

## Making a complaint

If you are not satisfied with the way we've handled or stored your personal data, you can ask us to investigate the matter via the contact details below.

The storage and use of personal data is governed by the General Protection of Data Regulations (GDPR) and the Information Commissioner's Office (ICO) can be contacted at [www.ico.org.uk](http://www.ico.org.uk)

The ReMind UK Centre  
Royal United Hospital  
Combe Park  
Bath, BA1 3NG

Tel: 01225 476420  
Fax: 01225 463403  
[info@reminduk.org](mailto:info@reminduk.org)  
[www.reminduk.org](http://www.reminduk.org)



# ReMind<sup>UK</sup>

Getting ahead of dementia

# Privacy Notice for NHS Memory Clinic

How your personal information is collected, used and stored at the NHS memory clinic



ReMind UK is a registered charity in England and Wales (no.1042559)



## About this notice

ReMind UK is a registered charity focused on essential research and providing support for people with dementia, their families and carers.

This leaflet explains the personal information ReMind UK might collect about you in our NHS memory service, why we collect it, how we might use it and what protections are in place to keep it secure. ReMind UK is subcontracted by HCRG Care Group to provide this service. This means that we are the "Data processor". HCRG Care Group is the "Data Controller" of the data we hold for this service.

## What do we collect?

To provide you with our memory service we hold a variety of information about you including:

- Your name, date of birth and NHS number
- Your address, telephone numbers and email addresses
- Your next of kin/carer information – the details of a close family member or friend
- Your medical information, including medications and treatments, medical history, assessment and test results
- Allergies and health conditions
- Information related to compliments or complaints.



## When/how do we collect your information?

We collect your information at various points throughout your care, treatment and support including:

- When you become a patient of ReMind UK or use our services or support
- In the course of managing your ongoing care, treatment and support
- When we receive data from a third party, eg your GP, healthcare practitioners and other health or social care staff involved in your care, treatment and support

## Why we collect and how we use your personal information

ReMind UK collects your information in order to be able to give you the most appropriate care, treatment and support. The information we collect and hold about you ensures that we can deliver our services to the best of our ability and can communicate with you and others involved in your care, treatment or support. As well as administration and delivery of your appointments, care and treatment, we may also process your data to communicate with you where we believe we have a legitimate interest to do so. This may include communications about the support we offer, support which is available more widely for people affected by dementia or associated conditions or how we can further support you.

We may from time to time send you communications about ReMind UK's work, how you can stay in touch or get involved should you wish to.

We will always balance any potential impact of sending the communication and your rights against the legitimate interest and make it easy for you to opt out of receiving information and communications should you wish to do so at any time.

## Sharing your information

We may share your information with other health professionals either for the purpose of providing care and treatment or for wider NHS audit and data collection activities. These could include, but are not limited to:

- Your GP and other NHS staff
- Social workers and other non-NHS staff involved in providing your care
- Private healthcare organisations involved in your care
- Your family and carers (with your explicit consent)

Anonymised data and statistics for our NHS memory service may be shared with our NHS commissioners in order to fulfill the duties within our contract. Your confidential patient identifiable information is only shared with organisations outside of the NHS where there is a legal basis for it. For example:

- Where we have safeguarding concerns for an individual
- When there is a court order or a statutory duty to share patient data
- When there is a statutory power to share patient data
- When you have given explicit consent for your data to be shared
- When you have implicitly consented to the sharing of data for direct care purposes.