



**Privacy Notice - How we use Your Personal Data
Patient/Service User Portal: My Care
Summary Document
Version 1.0**

What is My Care?

My Care is a patient portal which can be downloaded as an app if you are connected to the internet on a mobile phone or tablet. You can also access My Care on a computer if you want to use the website. My Care is part of a programme called encompass. encompass is a new computer system in hospitals that is helping people in Northern Ireland to have their health records saved on one system.

My Care lets you safely see some of your health information online. For example: medicine you take and things you are allergic to.

My Care also lets you:

- Reply to messages from health and social care teams like your doctor or nurse
- Look at some test results, for example, Covid-19 test results.
- Look at appointment information and see letters about your health and care.

Who manages My Care?

My Care is managed by Health and Social Care (HSC) in Northern Ireland. Different parts of HSC (called Trusts) take care of different areas, for example, if you are a Belfast Trust patient, your doctor in Belfast Trust will be able to see what you can see on My Care. Each Trust is in charge of the information for people within their area.

What information can you see on My Care?

On My Care, you can see:

- Your name and where you live
- Your phone number and email address
- Secondary care appointments or hospital appointment
- View some test results
- Your medicines and allergies
- Plans for your care and treatment
- Some of your recent medical history and any illnesses you have
- Letters and documents about your health, for example letters about your care after each visit
- Reminders about your health

What information is not on My Care?

Some things are not shown on My Care, like:

- Most mental health information
- Information about how you look and the colour of your skin
- Your religious beliefs (unless you choose to share them)
- Information about your personal life, including any boyfriends or girlfriends you have, including your sexual relationships or orientation
- Old test results from before My Care started
- Information about emergencies happening right now
- Most information from your regular doctor (GP)

How do we get your information?

We get your information in different ways:

- When you sign up for My Care and use the app
- From your digital health record in the encompass system
- From a service that checks your identity
- From your doctors, nurses, and other health workers
- Sometimes from you, your family members or carers, if needed

How do we use your information?

We use your information to:

- Let you see parts of your health record safely
- Show you your appointments
- Let you talk to your health care team securely
- Make My Care better and easier for you to use
- Keep My Care safe and working well
- Tell you about appointments and your ongoing care
- Make health services better by using information provided to us securely on My Care

Why are we allowed to use your information?

There are laws that say we can use your information to:

- Provide health and social care services
- Do important work for people
- Take care of your health and wellbeing

Who can see your information?

- You
- Anyone you choose to let see it (like your parents, guardians, or carers, we call them a proxy)
- Your health care team (doctors, nurses, pharmacists, lab staff, social workers, therapists)
- People who keep the My Care system working

Everyone who can see your information must keep it private and safe and they cannot speak about your information unless it is necessary.

How do we keep your information safe?

We take your privacy very seriously. To keep your information safe, we:

- Use special codes to lock your information
- Make sure only the right people can log in to see it
- Check our security often
- Train our staff to protect your information
- Have plans for emergencies
- Make copies of your information in case something goes wrong
- Protect our computer systems

What are your rights?

You have the right to:

- Ask to see what information we have about you
- Ask us to fix any mistakes in your information
- Ask us to delete your information in some cases
- Ask us to limit how we use your information
- Ask us to send your information to another organisation
- Say no to us using your information in some cases

If you want to do any of these things, you can ask a person you trust to help you contact your local Trust.

SUPPORT TO USE YOUR MY CARE

What is proxy access?

Proxy access means letting someone else see your My Care information. This could be your parents or someone who takes care of you. Here's how it works:

- You can choose to let someone see your information through My Care
- Your health care team might let someone see it if they think it's best for you so they can help you
- Parents/guardians can usually see information for their own child
- When you turn 18, your parents/guardians won't be able to see your information anymore unless there's a special reason

Letting someone use your My Care allows them to support you.

For example

- to look at and get ready for appointments
- to read and understand your letters.

You can stop anyone using your My Care at any time. It is your choice.

You choose what other people can see and do on your My Care.

- You can change this at any time.

SUPPORTING SOMEONE TO USE MY CARE

Talk to a health and social care professional if you are supporting someone who is over 18 years old and cannot make decisions for themselves **or** a child or young person.

Health and social care professionals will decide if you can use someone else's My Care to support them and how much you can see and do on it.

They will talk with you if they feel they need to look into changing their decision.

Do you have to use My Care?

No, you don't have to use My Care if you don't want to and how you speak with your health and social care Trust will not change. But it can help you and your doctors take better care of your health. If you don't want to use it, you don't have to sign up.

How long do we keep your information?

We keep your information for as long as the law says we should. Different types of information are kept for different amounts of time.

What if you are worried or have questions?

If you are worried about your information or have questions, you can:

- Talk to your care Doctor, Nurse or Social Worker
- Ask an adult you trust to contact the people who run My Care. The helpdesk telephone number is 028 9536 8180 or email mycarehelpdesk@hscni.net
- Contact your local Trust's Data Protection Officer

You can also complain to a special office called the Information Commissioner's Office if you think we're not handling your information correctly.

Will this notice change?

We might update this notice sometimes. You can always find the newest version on the encompass website. This is the link the encompass website [here](#).

Remember, My Care is here to help you stay healthy and make it easier for you to understand your health and care information.