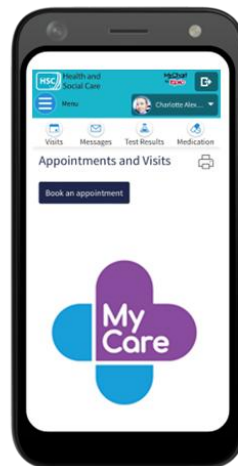
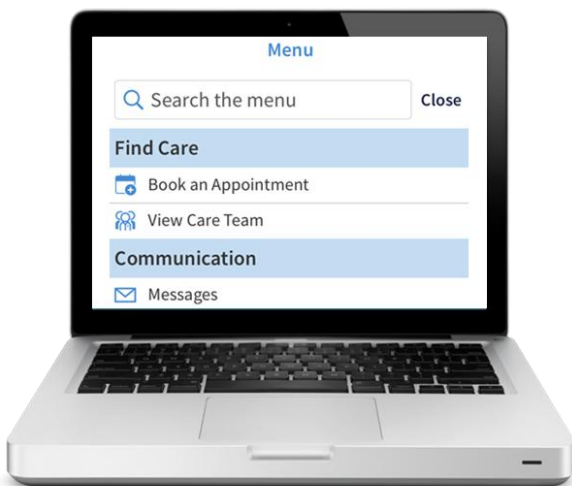




My Care Privacy Notice

How we use your information and keep it safe



Keeping information that tells people who you are safe



Your name



Address

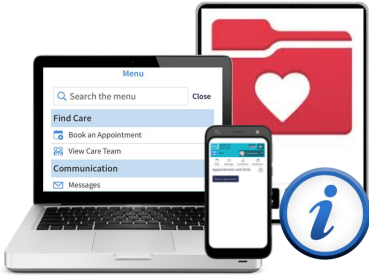


Health information



About My Care

What is My Care?



You can use My Care on your computer, tablet or mobile phone.

My Care is a Patient Portal.

This means it lets you safely see **some** of your health information online.

For example

- medications
- treatments
- things you are allergic to.



My Care also lets you

- reply to messages from health and care teams
- look at some test results
- look at appointment information and
- see letters about your health and care.



My Care is part of **encompass**.

encompass is a new computer programme that all Trusts in Northern Ireland use.

encompass puts your health and social care information in one place online.

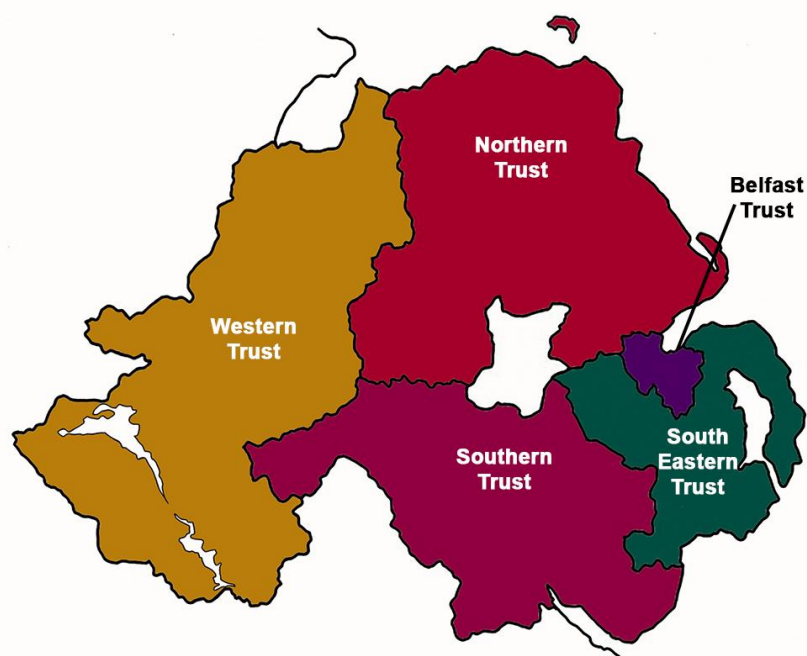


Who looks after My Care?



My Care is looked after by Health and Social Care in Northern Ireland. This group is called HSC.

HSC is split into smaller groups called Trusts. Each Trust helps people in different parts of Northern Ireland.



Each Trust looks after information for people in their area. They make sure it is safe and correct.

This means only doctors who need to can see your My Care information.

What information is on My Care?



✓ Your name and address.



✓ Your phone number and email.



✓ Your medicines and allergies.



✓ Some care and treatment plans.



✓ Your hospital appointments, some test results, letters from doctors and health reminders.



✓ Some health history.

What information is NOT on My Care?



- Most mental health information.



- What you look like.

For example, skin colour and hair colour.



- Religious beliefs are not shown unless you want to share them.



- Details about your personal life.

For example, relationships.



- Emergency information, old test results or information from your local doctor (GP).

How we get your information



When you sign up and use My Care.



From your health record on encompass.



From services that check your identity, who you are.

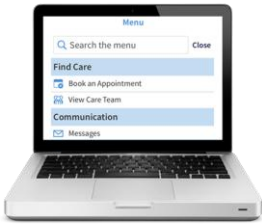


From your doctors, nurses, and health workers.



From you, your family, or carers.

How we use your information



We use your information to

- ✓ Let you safely see parts of your health record and appointments.



- ✓ Let you talk to your health team.



- ✓ Make sure My Care is easy to use and safe.



- ✓ Tell you about appointments and your care.



- ✓ Make health services better.

Why we can use your Information



- The law lets us use your information to
- ✓ give health and social care services
 - ✓ do important work for people
 - ✓ take care of your health and wellbeing.

Who can see your information



- ✓ You and anyone you choose to let see it. For example, a parent or carer.

We call anyone you choose to see your information a **proxy**.



- ✓ Your health care team
For example, doctors, nurses, pharmacists, social workers, therapists.



- ✓ People who keep the My Care system working.



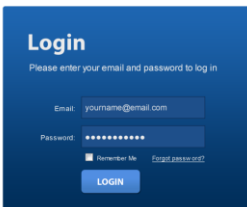
Everyone who can see your information must keep it private and safe.

They cannot speak about your information unless they need to.

How we keep your information safe



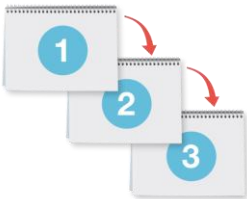
We use special codes to lock your information away.



We only give the right people logins to your My Care.



We check our security often and train staff to look after your information safely.



We have a plan for what to do in an emergency.



We make copies of your information to keep it safe.

Do you have to use My Care?



No. Using My Care is your choice.

How long do we keep your information?



We keep information as long as the law tells us to.



Support to use My Care

What is a Proxy?



A proxy is someone you say can see your My Care information.

This could be

- ✓ a parent or carer
- ✓ your health team if they think it helps you.

Parents or carer can normally see information for their own child until they are 18.



Letting someone use your My Care helps them support you.

For example

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



You can stop anyone from using your My Care at any time. It's your choice.

You can choose what a proxy 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 say

- if you can use their 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 change this.



Your rights



You have the right to

- ✓ Ask to see information we have about you.



- ✓ Ask us to correct mistakes in your information.



- ✓ Ask us to delete your information or only use it for some things.



- ✓ Ask us to send your information to another organisation.



- ✓ Say no to us using your information for something.

Ask someone you trust or staff who work in your Trust if you need help.



Questions or worries



If you are worried about your information or have any questions

- talk to your Doctor, Nurse or Social Worker
- ask a trusted adult to contact the My Care helpdesk at **028 9536 8180** or **mycarehelpdesk@hscni.net**
- contact your Trust's Data Protection Officer.

Tell the Information Commissioner if you are unhappy with how we look after your information.



This Privacy Notice



We may update this Privacy Notice.

The newest Privacy Notice will always be on the encompass website.