

Applicant
address
address
address

21/01/2020

Dear Applicant

I acknowledge receipt of your letter received on , in respect of your client:

Client Name: Patient Patient
Your Reference No:

In line with The General Data Protection Regulation 2016 the information will be processed within 28 days.

I trust this is satisfactory, but if you have any questions, please do not hesitate to contact the "Subject Access" Department, using one of the following:

- Direct telephone number [01639] 862010
- By letter
- By email – accesstorecords@wales.nhs.uk

Yours faithfully
Access to Health Records Department

Enc
GDPR Information sheet



Pencadlys BIP Bae Abertawe, Un Porthfa Talbot, Port Talbot, SA12 7BR / Swansea Bay UHB Headquarters, One Talbot Gateway, Port Talbot, SA12 7BR

Bwrdd Iechyd Prifysgol Bae Abertawe yw enw gweithredu Bwrdd Iechyd Lleol Prifysgol Bae Abertawe
Swansea Bay University Health Board is the operational name of Swansea Bay University Local Health Board

Why does the Swansea Bay Health Board collect your information?

When you come into hospital, your information may be recorded, on paper or on a computer, to help us take care of you. We obtain the information we hold on you from your GP and from you directly, or from others involved in your care elsewhere within the Health Board or externally. The information is used as part of your health record and will be kept in case we need to see you again. We collect information so that health professionals involved in your care have accurate and up-to-date information to assess your health and decide what care you need. This will lead to better care both for you and for other patients in the future. If you ever need to complain about the care you receive, your case can be properly investigated if we have more information.

How your records are used

- ✓ **To help you:** Your information will be used to keep accurate, up-to-date information about you. This helps staff to assess your health and care for you in the best way possible.
- ✓ **To help others:** Your information will help us provide high quality care and meet all our patients' needs, train healthcare professionals and support future medical research and development. Your information will also contribute towards national NHS statistics and audit, helping the health service to better review and improve care.

Sharing your information

We share your information between departments within the health service to take better care of you. Sometimes we have to pass on information by law, for example to notify a birth or where a formal court order has been issued. We may share your information to improve public service provision. We may need to share information about you to non-NHS staff, for example Social Services. We will only do this if it is absolutely necessary, and we would discuss this with you at the time as required.

Your rights

You have many rights when it comes to your health records as it is your personal information. For example you have the right to know how we will use your personal information, the right to see your health record, the right to object to us using your information for certain purposes, and the right to ask for your information to be changed or erased if it is factually incorrect.

Please click here for more information on;

- [What we do with your information](#)
- [Your rights](#)



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- Details on [how to access your information](#) or;
- You may request this additional information by emailing ABM.DPO@wales.nhs.uk

If you have any concerns or questions about how we at Swansea Bay University Health Board process your personal information, you can contact our Data Protection Officer/Swyddog Diogelu Gwybodaeth in the below ways:

By email:

SBU.DPO@wales.nhs.uk

By post:

Data Protection Officer/ Swyddog Diogelu Gwybodaeth,
Information Governance,
Pencadlys BIP Bae Abertawe/Swansea Bay UHB Headquarters
Un Porthfa Talbot/One Talbot Gateway
Port Talbot
SA12 7BR

To raise a concern regarding the manner in which Swansea Bay University Health Board handles personal information and subject access requests, you can contact the Information Commissioner's Office (ICO) in the below ways:

ICO

casework@ico.org.uk

Telephone: 0303 123 1113

Textphone: 01625 545860

Information Commissioner's Office
Wycliffe House Water Lane
Wilmslow
Cheshire
SK9 5AF



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