

What we do with your information



What we do with your information

Who we are

HRCH provides many different health services based within the community, such as district nursing, physiotherapy and speech and language therapy.

What is your personal information?

This can be your name, address, date of birth, details of your family. It can include more detailed personal medical information such as your allergies, your medication and treatments.

What we do with your information

To provide your care, we work with many other organisations such as GPs, social care and voluntary organisations.

To allow us to offer the best service we will:

- hold your personal information in a safe place and only let the people who work with you see the information
- share your personal information with our partners so that we can provide your care
- only share information that is needed
- ask for your consent if we would like to share information for any other reason than providing your healthcare, such as research
- make sure that our service meets all the legal conditions and remains confidential

- only keep your information for as long as we need it to provide your service
- never sell your data
- always tell you what we are doing with your information.

How you can help

Please let us know if:

- your information changes, for example if you move to a new house or change your phone number
- you would like access to your own information
- you would like to chat about how your information can be changed, deleted or if you want us to stop sharing your information

- you have any questions or don't understand what we do with your information

How do we talk to you?

By providing us with your information, you are agreeing for us to talk to you about your care by letter by voicemail, by text message or by email

More detail and the legal stuff:

If you would like to read more about what we do with your information, please look on our website and email us with any questions. We will be happy to help.

Website: www.hrch.nhs.uk

Tel: 020 8973 3110

Email: hrch.informationgovernance@nhs.net

Address: Heart of Hounslow Centre for Health,
92 Bath Road, Hounslow TW3 3EL

Language support

We can help you if English is not your first language. If you would like to receive this leaflet in a language or format of your choice please contact the PALS team on **0800 953 0363**.

Arabic

يمكننا مساعدتك إذا لم تكن الإنجليزية لغتك الأولى. إذا كنت ترغب في الحصول على هذا الكتيب بلغة أو صيغة من اختيارك تفضل بالاتصال بفرق PALS والذين سيسعدون بتقديم المساعدة.

Farsi

اگر انگلیسی زبان اول شما نیست میتوانیم به شما کمک کنیم. اگر مایلید این جزوه را به زبان و یا فرمت مورد نظر خود دریافت نمائید، لطفاً با تیم پالز PALS تماس بگیرید و آنها در نهایت خوشوقتی شما را کمک مینمایند.

Polish

Możemy Państwu pomóc, jeśli angielski nie jest Państwa językiem ojczystym. Jeśli chcieliby Państwo otrzymać tę ulotkę w wybranym przez Państwa języku lub formacie, prosimy skontaktować się z zespołem PALS, który chętnie Państwu pomoże.

Punjabi

ਜੇ ਤੁਹਾਡੀ ਮੁੱਖ ਭਾਸ਼ਾ ਅੰਗਰੇਜ਼ੀ ਨਹੀਂ ਹੈ ਤਾਂ ਅਸੀਂ ਤੁਹਾਡੀ ਮਦਦ ਕਰ ਸਕਦੇ ਹਾਂ। ਜੇ ਤੁਸੀਂ ਇਹ ਪੁਸਤਿਕਾ ਆਪਣੀ ਮਨਪਸੰਦ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਵਿੱਚ ਪ੍ਰਾਪਤ ਕਰਨਾ ਚਾਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ PALS ਟੀਮ ਨਾਲ ਸੰਪਰਕ ਕਰੋ। ਤੁਹਾਡੀ ਮਦਦ ਕਰਕੇ ਉਹਨਾਂ ਨੂੰ ਖੁਸ਼ੀ ਹੋਵੇਗੀ।

Somali

Anaga waan ku caawinkarnaa hadii Ingiriis owsan aheyn luuqadaadda. Haddii aad ku dooneysit warqadan yari luuqad kale ama siyaaba kale ayaad u dooran kartaa in lagugu habayo fadlan la'xiriir kooxda ee PALS ee aad ugu faraxsan in ay ku cawiyaaan.