

## Why we collect your information

At Heathrow Medical Services LLP (HMS) we aim to provide you with the highest quality of health care. To do this we must keep records about you, your health and the care we have provided or plan to provide to you

These records may include:

- Basic details about you such as address, date of birth, next of kin
- Contact we have had with you such as clinical visits
- Notes and reports about your health
- Details and records about your treatment and care
- Results of x-rays, laboratory tests, etc.
- Relevant information from people who care for you and know you well such as health professionals and relatives

It is good practice for people at Heathrow Medical Services who provide care to:

- discuss and agree with you what they are going to record about you
- give you a copy of letters they are writing about you, and
- show you what they have recorded about you, if you ask

## How your records are used

The people who care for you use your records to:

- Provide a good basis for all health decisions made in consultation with you and other health care professionals
- Deliver appropriate health care
- Make sure your health care is safe and effective, and
- Work effectively with others providing you with health care

**Others may also need to use records about you to:**

- Check the quality of health care (such as clinical audit)
- Protect the health of the general public
- Keep track of HMS spending
- Help investigate any concerns or complaints

Some information will be held centrally to be used for statistical purposes. In these instances we take strict measures to ensure that individuals cannot be identified

We use anonymous information, wherever possible, but on occasions we may use personal identifiable information for essential medical purposes such as auditing. However, this information will only be used with **your consent**, unless the law requires us to pass on the information

## You Have the Right

You have the right to confidentiality under the Data Protection Act 1998 (DPA), the Human Rights Act 1998 and the common law duty of confidence (the Disability Discrimination and the Race Relations Acts may also apply)

You also have the right to ask for a copy of all records about you (a fee may or may not be charged)

- Your request must be made in writing to the organisation holding your information.
- There may be a charge to have a printed copy of the information held about you.
- We are required to respond to you within 30 working days.
- You will need to give adequate information (for example full name, address, date of birth etc.).
- You will be required to provide ID before any information is released to you.
- You have the right to obtain a copy of records in permanent form.
- You have the right to request that information is in an intelligible format with medical abbreviations explained.
- You have the right to view the records without obtaining a copy.

**If you think anything is inaccurate or incorrect, please inform the organisation holding your information.**

## How we keep your records confidential

Everyone working for Heathrow Medical Services has a legal duty to keep information about you confidential

We have a **duty** to

- Maintain full and accurate records of the care we provide to you
- Keep records about you confidential and secure
- Provide information in a format that is accessible to you (e.g. large type if you are partially sighted)

We **will not** share information that identifies you for any reason unless:

- you ask us to do so
- we ask and you give us specific permission
- we have to do this by law
- we have special permission for health or research purposes, or
- we have special permission because the interests of the public are thought to be of greater importance than your confidentiality—for example, if you had a serious medical condition that may put others you had come into contact with at risk

## Information Sharing

We may be required or asked to share information, **with your consent** and subject to strict sharing protocols on how it will be used, with:

- The CAA
- Your employer
- Government bodies
- Other regulatory bodies including but not limited to Oil and Gas UK, CASA, CAME, GACA

Anyone who receives information from us also has a legal duty to:

## **Keep it Classified**

## How We Use your Health Records

### **Heathrow Medical Services**

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Old Bath Road, Longford  
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[www.heathrowmedical.com](http://www.heathrowmedical.com)

This Leaflet explains:

- Why HMS collects information about you and how we use it
- Who we may share your information with
- Your right to see your Health Records and how we keep your records confidential.