Wrightington, Wigan and Leigh Teaching Hospitals
NHS Foundation Trust

# Children's Privacy Notice

Version number: **2**
Last modified date: **12th November 2026**

# Children’s Privacy Notice

## Patient Information

## Information Governance

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## Introduction

This leaflet is about what happens to the information that Wrightington, Wigan and Leigh NHS Foundation Trust collects about you whenever you come to see us. It also tells you how we make sure it is kept safe.

## What do we collect?

We collect information about you such as:

- Your Name
- Your birthday and year you were born
- Your address
- The name of the person who will generally bring you to your appointments
- Your Family Doctor (General Practitioner or GP)
- The reason that you are coming to see us
- Any information that your family doctor, you or your family gives us
- What we do to care for you

## Why do we collect it?

Our main purpose is to deliver your healthcare. We collect the data we need to care for you in the best way. We ask for your address, so that we know where we can contact you. We ask for your date of birth, as your age may be important to your care. Each time you come to see us or stay with us, we will write down things that you tell us, things that we tell you and any medicines or exercises we give you. That way, we can look back at what we have done for you to make sure we are treating you in the best way.

## What do we do with it?

We keep the information we collect electronically and on paper. All of this information together is called your Health Record or we might call it your Casenote. When you first see us, your Health Record will be given a number. Everyone's Health Record number will be different.

Anyone involved in caring for you at our Trust can see what has been collected. This way, we can all make the right decisions about your care with all of the information you have given us.

## Who we share it with

We will share the information we record about you with your Family Doctor. That way, they are kept up to date on what we are doing for you. Your parents/guardians should get a copy of any letters we send to your doctor about your care. We might share it with other health professionals involved in your care. We might share it with your school if we think it is important for them to know. If you have a social worker, we will share it with them too. If you tell us something that makes us worried about your safety or the safety of someone else you know, we might have to share this with other people outside of the hospital - even if you don't want us to. This is part of our job to keep you and others safe.

## Keeping your records safe

Everyone working in our hospital understands that they need to keep your information safe. This is called keeping your information confidential or protecting your privacy. They have training every year to remind them of this. We tell them that they are only allowed to look at your information if they are involved in your care or to help us run our hospital.

They understand that they must keep any information safe.

Especially the information that identifies you; this might be your name or address and anything you come to see us about. We are not allowed to give any of this type of information to anyone who shouldn't see it. This includes talking to them about it.

## We teach future Doctors and Nurses

Students who are at University or College and want to work in a hospital sometimes spend time with us. This is so that we can teach them how to look after patients and their families. They are also told how to keep information we collect safe.

## Checking we are doing our best

All hospitals are checked by organisations to make sure they are treating and caring for patients and families in the best way they can. The people who inspect us may ask to see a small number of Health Records. They check that notes are written clearly and are kept safe to ensure that we recording and storing your information safely.

## How long do we keep the information for?

All hospitals treating children must keep their information until the child's 26th Birthday. After this, we will destroy it unless we feel it needs to be kept for your ongoing care or another reason.

## If we have an incident or complaint

Sometimes we need to use patient information to help us investigate incidents, complaints or legal claims.  If a patient is identified, they or their guardian will be informed.

## Am I able to see the information you collect about me?

Yes! If you are in our Hospital, you may be able to see the records while you are with us. You or your family will need to ask your doctor or nurse first though, as there may be things that we would need to explain to you, such as abbreviations or medical words.

## Can I have a copy of my records?

Yes! Your parent/ guardian will need to write to us (they can email us at accesstohealthrecords.RAEI@wwl.nhs.uk) to tell us what they want to see - it may just be part of your record, your x ray or a report.  We will check they are who they say they are, to make sure we are not sharing your information with anyone who shouldn't see it.  You may be able to request your health records yourself.

## If I think some of my information is wrong, can I do anything about it?

Yes! Your parent or guardian needs to contact the Access to Health Records Team at accesstohealthrecords.RAEI@wwl.nhs.uk  telling them what it is that you think is wrong.

## If I'm unhappy with the way you've used some of my information, can I do anything?

Yes! Let us know by emailing us at informationgovernance@wwl.nhs.uk or you can contact the Information Commissioners Office.

We hope this leaflet tells you what you need to know about the information we collect about you. If you want to know anything else, please email us at:

## Caldicott Guardian and Data Protection Officer

The Caldicott Guardian and Data Protection Officer for the Trust are responsible for ensuring information about you is processed in a confidential, legal and appropriate manner.

If you have any concerns about the use of your information, you can contact us at the email address or phone number below:

Data Protection Officer – dpo@wwl.nhs.uk

Information Governance Team - informationgovernance@wwl.nhs.uk

Information Governance Team – 01257 488271



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