

Privacy Notice for LLR Care Record Usage

Introduction

The Leicester, Leicestershire and Rutland (LLR) Care Record is a shared system that enables authorised health and care professionals directly involved in your care to access accurate and up-to-date information. This ensures you receive the highest standards of safe, coordinated, and effective care in a timely way.

Information included in the LLR Care Record

To ensure you receive the best possible care, health and care professionals maintain records about your health and any care or treatment you receive from the NHS or Social Care. These records may be in paper or electronic format and can include:

- Personal details (e.g., name, address, date of birth, NHS number)
- Contact information (e.g., phone number, email address)
- Medical history and records
- Medication details
- Appointments
- Test results
- Treatment plans and care details
- Social care information (where relevant)

How your information is used

Authorised health and care professionals use the information in the LLR Care Record to:

- Provide high-quality and safe care.
- Make informed decisions about your treatment.
- Reduce the need for repeated information gathering.
- Improve coordination between different care providers.
- Ensure continuity of care across different services and settings

Who can access your information

Access to your LLR Care Record is strictly limited to staff who are directly involved in your care. This may include:

- NHS Trusts and hospitals that are involved in your care
- General Practitioners (GPs)
- Allied health professionals (e.g., physiotherapists, occupational therapists)

LLRCR Privacy Notice

AMH-IG-12

Effective date Friday, November 21, 2025



- Social workers and care coordinators
- Ambulance Services
- NHS 111
- Clinical administration staff

In some cases, to support your care, information may also be shared, where there is a legitimate need, with:

- Community Pharmacies
- Care Homes
- Hospices
- Social Care Services
- Education Services
- Local Authorities
- Voluntary and private sector providers working with the NHS.

We will not share your information with any other third parties unless required by law or where there is a significant risk to your health or the safety of others.

Retention periods

The LLR Care Record does not store any information about you at any point in time. It provides access only to information held by the relevant health and care organisations.

Data security and confidentiality

We are committed to maintaining the confidentiality and security of your information. Measures include:

- Secure systems to store and transmit data
- Regular audits and monitoring of access
- Mandatory staff training on data protection
- Compliance with all applicable data protection legislation

Your rights

You have several rights regarding your personal information, including:

- The right to access your health and care records
- The right to request corrections to inaccurate or incomplete information
- The right to object to the sharing of your information (please note this may affect the care you receive)
- The right to be informed about how your information is used and who it is shared with

If you wish to object to your information being included in the LLR Care Record, you can contact the Leicestershire Partnership NHS Trust Data Privacy Team at lpt.dataprivacy@nhs.net, who manage objections for LLR.

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If your consent is required for specific uses of your information, this must be provided in writing. You may withdraw your consent at any time.

Please note that the LLR Care Record does not store your health and care information. To request personal information held about you, please contact the relevant health or care organisation directly.

For more details, please visit:

www.leicesterleicestershireandrutland.icb.nhs.uk/your-care-record

Contact us

If you have questions or concerns about the LLR Care Record or how your information is used, please contact:

- **LLR Care Record Team**
- **Email:** lpt.llrcarerecord@nhs.net

For further information on your data protection rights, you may also contact the Data Protection Officer at the above address or visit the Information Commissioner's Office (ICO) website.

Changes to this privacy notice

We may update this privacy notice from time to time. Any changes will be published on the following website and communicated where appropriate:

<https://opcare.co.uk/clinic/leicester/>

OpCare's Privacy Policy can be found at:

<https://opcare.co.uk/privacy-policy>

Freedom of information

Under the Freedom of Information Act 2000, any individual has the right to request information held by us, subject to certain exemptions.

Notification

Data protection legislation requires organisations to notify the Information Commissioner's Office (ICO) of the purposes for which they process personal information. Details are available directly from:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF
Telephone: 08456 306060
Website: www.ico.gov.uk