

The AECC Clinic is committed to providing the very best in clinical care.

This includes keeping your personal information confidential and complying with the Data Protection Act 1998.

### **Why we keep your information**

Throughout your treatment with us we will ask you for personal and medical information to help us provide you with the most effective care, both now and in the future.

The information you give us will be shared with the clinicians involved in providing and overseeing your care. Some of it may also be used for administration purposes.

Personal information will be anonymised wherever possible and you can be sure that staff only have access to information that is necessary for them to carry out their duties. Our staff have a legal duty to keep information about you confidential.

### **Your Health Record**

The AECC has secure storage spaces where your paper records are kept safe. Any information held about you electronically is held on computers and networks and is protected against unauthorised access.

Records will be held for as long as you remain a patient of the AECC and for a period of eight years thereafter. The Health Records of patients under the age of 16 will be held at least until they are 25 years of age (or 26 if the treatment ended when the child was 17 years), at which point the aforementioned rule applies.

### **What we share**

Sometimes we may believe that sharing your information with other healthcare professionals involved with your care (e.g. your GP or medical consultant) is beneficial to you. We will ask for your consent to share information with healthcare professionals when you register with us, which you can withdraw at any time.

Any requests for information from your Health Record from a third party (for example, from a solicitor as part of an accident claim) are not processed unless we have had written permission from you to release the information.

## **Clinical research and audit**

The AECC is committed to providing care of the highest quality. In order to do this, staff and student clinicians often use information from patient Health Records for research and / or clinical audit purposes. This will be done anonymously and in confidence. We will ask for your consent to this when you register with us, which you can withdraw at any time.

## **Access to your Health Record**

The Data Protection Act 1998 gives you the right to see any information that we hold about you. Any requests for access to your medical records should be made in writing to:

AECC Clinic Manager  
13 – 15 Parkwood Road  
Bournemouth  
BH5 2DF

Or via email to:

[clinicappointments@aecc.ac.uk](mailto:clinicappointments@aecc.ac.uk)

The request should include the following details:

- Full Name (including previous names)
- Full Address (including previous addresses)
- Date of Birth
- AECC patient number (if possible)

All requests need to include the patient's signature (electronic signatures can be accepted in the case of email requests).

There is a standard charge for this service of £11.75 plus £0.45 per sheet and/or £15 per image CD (not to exceed a maximum of £50).

## **For more information**

If at any time you have any questions about how we use your personal information, you can contact us using the postal or email address above or by calling AECC Clinic on 01202 436344.