



GIG  
CYMRU  
NHS  
WALES

Ymddiriedolaeth Brifysgol GIG  
Gwasanaethau Ambiwllans Cymru  
Welsh Ambulance Services  
University NHS Trust



Name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_


## Welsh Ambulance Services **Easy Read Privacy Notice** Keeping your information safe and private



At the Ambulance Service, we want to make sure that we give you the right care when you contact us on 999 or 111.



To help us to give you the right care, we need to use some information about you. The information we use about you includes;



Name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- Your name, address and date of birth
- Your next of kin details (Your next of kin is someone we can call in an emergency, for example, a family member or guardian)
- Information about your health (any treatment or medication you receive)
- The reason you have called us (for example, if you need an ambulance)



We also need to record

- The things you have told us about and
- What has happened

## Why do we need your information?



We use your information to give you and other people the best possible care when you call 999 or 111.

We use it to check how well we are looking after you.

The information we keep about you is part of your health record.

## How do we keep your information safe?



We have rules in place to make sure your information is kept safe and only used by people who need it to help you.

We make sure that everyone who works for us has training, and knows how to keep your information safe.

# Sharing your information



We will only share your information if;

- You ask us to share it
- The Law says we have to share it
- We ask you if we can share your information, and you say “yes”
- We need to share it, to help with your care and to give you the right treatment
- Someone is in danger, for example to stop someone from being badly hurt



We may share your information to make our services better, or to make the NHS better.

A yellow rectangular form with two main sections. The first section is labeled 'Name' and has a black redaction box. The second section is labeled 'Address' and has three lines of black redaction boxes. The form is set against a white background with a subtle shadow.

We will always remove your personal details, where possible, such as your name and address.

# More about sharing your information

We may share your information with other health services, such as;

- your doctor,
- other hospitals,
- or social services,

to make sure that all the people who care about you know exactly what you need.



We may share your information with other emergency services such as the Fire Service or the Police.



We may share your information with Education Services, like schools or colleges.



# More about sharing your information



We will only ever share information that needs to be shared.

We will only share your information when it will help you or other people.

Where we can, we will try to ask you if it is ok to share your information.

There may be times when we need to share your information without asking.

This may be because we are not able to ask you, or because it needs to be done quickly to help you.



We have trained people who can help you decide how you want to share your information and only when it is in your best interests.



# What are your rights with your information?



You have a right to;

- Know what is happening with your information
- Ask to see or have a copy of your information
- Ask for some of your information to be changed
- Ask for your information to be sent to another organisation
- Ask us to delete your information
- Ask us to stop using your information for a little bit
- Ask us to stop using your information
- 



# Accessing your Health Record



Name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

You can access your information and your health record. If you are a child, you can ask your parent or guardian.

You can get this sheet in other languages and formats.

Please email;  
[amb.infogovernance@wales.nhs.uk](mailto:amb.infogovernance@wales.nhs.uk)

Please also see our Patient Privacy Notice, and Your Privacy Your Rights for more information.

## If you want to complain



If you have any concerns about how we use your information, you can contact the Data Protection Officer at the Welsh Ambulance Service.



Their address is;  
Welsh Ambulance Services University  
NHS Trust,  
Ty Elwy, Richard Davies Road, St Asaph,  
Denbighshire, LL17 0LJ



Their Email address is;  
[amb.infogov@wales.nhs.uk](mailto:amb.infogov@wales.nhs.uk)

# Information Commissioner's Office



If you are unhappy with how we have used your information, you can also complain to the Information Commissioner's Office.



Their address is;  
Information Commissioner's Office,  
Wycliffe House, Water Lane, Wilmslow,  
Cheshire, SK9 5AF



Their helpline number is;  
0303 123 1113



Their website is;  
<https://www.ico.org.uk>