

Easy Read Privacy Information

At the ambulance service, we want to make sure that we give you the right care when you contact us on 999.

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

The information we use about you includes:

- Your name, address and date of birth
- Your next of kin details (for example, your mum, dad 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.

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

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.
- Other emergency services such as Fire Service or the Police.
- Education Services, like schools or colleges.

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 us to delete your information
- Ask us to stop using your information for a little bit
- Ask for your information to be sent to another organisation
- Ask us to stop using your information.

To access your record, you or a parent/guardian can [click here](#).

You can get this sheet in other languages and formats. If you would like a copy, please contact by emailing data.protection@wmas.nhs.uk

If you want to complain

If you have any concerns about how we use your information, you can contact the Data Protection Officer at West Midlands Ambulance Service on email at data.protection@wmas.nhs.uk or West Midlands Ambulance Service Headquarters Unit 9, Waterfront Business Park, Waterfront Way, Brierley Hill DY5 1LX.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address is:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

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