



# Understanding how we look after your information

May 2026

*Omnes Healthcare*

## 1 Who are we?

We are Omnes Healthcare. We help look after people's health. This notice tells you what information we keep about you, why we keep it, and how we try to keep it safe.

We have rules we must follow to protect your information. Your information belongs to you, and we must use it carefully and fairly.

If you or your parent or carer have questions, you can contact us using the details at the end of this notice.

## 2 Who is this notice for?

This notice is for children and young people who use our services, and also for their parents, carers, or guardians.

- Children and young people who get care from us
- Parents, carers, or guardians
- Someone we may contact in an emergency
- People who contact us by phone, email, website, or online form

## 3 What information do we collect?

We only collect information we need to help care for you, contact you, and make sure our service works properly.

### 3.1 What sort of information?

This might include:

- Your name

### What happens on our website?

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- Your date of birth
- Your address and contact details
- Details about your health and care
- Appointment and referral information
- Details about a parent, carer, or emergency contact
- Information you give us on our website or by email

### 3.2 How do we get it?

We may get information:

- From you or your parent or carer
- When you come to an appointment
- When someone refers you to us for care
- From doctors, nurses, or other people helping with your care
- From our website or online forms

## 4 What happens on our website?

When you use our website, we may collect some simple technical information, like what device you used or which pages you looked at. This helps us make the website work better.

## 5 Why do we use your information?

We use your information to help take care of you and to make our services safe and organised. We do not sell your information.

- To give you care and treatment
- To book and manage appointments
- To keep records about your health
- To contact your parent, carer, or emergency contact if needed
- To make our services better and safer
- Sometimes, if you or your parent says yes, to send information about services

## 6 Health information

Some information about you is very private, especially information about your health. We only use this when we need it to help care for you, and we protect it carefully.

## 7 Your rights

You have rights over your information. This means you can ask questions about it and ask us for help.

- Ask what information we have about you
- Ask us to fix information if it is wrong
- Ask questions about how we use it

- Ask your parent or carer to help you contact us

If you want to use your rights, we may need to check who you are so we can keep your information safe.

## 8 Who do we share your information with?

Sometimes we need to share your information with other people helping with your care, but only when it is right for us to do so.

- Doctors, nurses, and clinics involved in your care
- Hospitals or NHS services
- People who help us run safe computer systems
- Public bodies or regulators if the law says we must

## 9 How do we keep your information safe?

We work hard to keep your information safe. We use secure systems, training, and checks to help protect it.

- Secure computer systems
- Passwords and access controls
- Staff training
- Safety checks and monitoring

## 10 Do you have to give us your information?

We need some information to help care for you. If we do not have the right information, we may not be able to give you the best support.

## 11 How long do we keep your information?

We keep your information only for as long as we need it, and only for the rules we must follow.

## 12 Who can you talk to?

Data Protection Officer:

Dr Richard Shama (Chief Medical Officer (Primary Care))

Senior Information Responsible Officer

Sherry Ally ( Director of Performance)

Information Governance Lead

Habib Rahman (Governance Officer, Health and Safety Lead)

✉ omneshealthcare.governance@nhs.net

☎ 020-3870 6692

## 13 What if you are unhappy?

If you or your parent or carer are worried about how we use your information, please tell us. We will listen and try to help. You can also contact the Information Commissioner's Office (ICO).

Omnes Healthcare

Evergreen House, The Edge, Clowes Street, Manchester, United Kingdom, M3 5NA

✉ omneshealthcare.governance@nhs.net

☎ 020-3870 6692

Information Commissioners Office (ICO)

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 0303 123 1113

Email – via their website – [www.ico.org.uk](http://www.ico.org.uk)

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