

# Confidentiality Policy Summary for AKU Patients

May 2026

At AKU Society, we're committed to protecting your personal and medical information. This policy explains how we keep your information safe during face-to-face appointments and care.

## What you need to know:

### Your information is private.

- Anything you tell us or that we record about your health is treated as confidential. Only staff directly involved in your care can access it.

### We follow strict laws.

- We follow GDPR, the Data Protection Act, and healthcare privacy rules to keep your data safe and secure.

### We only collect what we need.

- We'll only ask for information that helps us provide the best care. We keep it safe—whether it's on paper or in a computer.

### We don't share without your permission.

- We'll only share your information with others (like family, carers, or other services) if you say it's okay—unless the law says we must (e.g. for safety reasons or public health).

### You have rights. You can:

- See the information we hold about you
- Ask us to fix anything that's wrong
- Ask us not to use your data in certain ways
- Make a complaint if you're worried

### We train our staff.

Everyone at AKU Society is trained to keep your information safe and private.

### If something goes wrong, we'll act fast.

- If your information is ever shared by mistake, we'll tell you what happened, how we're fixing it, and what you can do.

If you have any questions or concerns about your privacy, speak to Hannah Dwyer Head of Patient Support & Welfare on [hannah@akusociety.org](mailto:hannah@akusociety.org)