

# How we look after your information

We take the security and confidentiality of your information very seriously. We recognise that when Patients tell us information about themselves they expect that this information is kept strictly confidential. We ensure that we comply with all legal and professional obligations to keep data secure, and ensure that our staff are fully trained in how to do so.

## What information will we hold about you?

We will hold the following information about your:

- Medical information
- Personal information (such as name, address, contact details)
- Characteristics (such as ethnicity, language and disability status)

## Why do we use this information?

We will use your information to allow us to carry out the following:

- To allow us to diagnose and treat your healthcare problems
- To allow us to look into any complaints or concerns that you may have with our services
- To allow us to contact you to find out what you thought about our services
- To allow us to process requests that you make for information either under the Freedom of Information Act or General Data Protection Regulations

## The lawful basis on which we process your information

The General Data Protection Regulations define specific reasons that allow us to collect and use your information. The reasons are:

- We are processing your data under Article 9(2,h) of the General Data Protection Regulations. This allows us to process your data to provide health care and treatment.
- To allow us to monitor and manage your healthcare services
- To create anonymised information to help us improve and develop services in the future.

## How we collect this information

We collect and record the information that you tell us as part of your appointments.

We also receive information about you from your GP.

If you decide not to let us collect this information:

If you decide not to allow us to hold and process your information, we will unfortunately not be able to provide care and treatment to you.

## Storing this information

We store your information securely ourselves. We may share your information with carefully chosen partners who help us store and hold this information. We will ensure that these partners are held to the same high standards that we hold ourselves to, and we retain overall responsibility for this.

## How we look after your information

---

Your medical record will not be destroyed or deleted.

Any information that we hold about a complaint that you have made will be retained for 10 years.

Information that we hold about a request for information under either the Freedom of Information Act or General Data Protection Regulations will be held for 3 years unless you appeal our decision, in which case, it will be held for 6 years.

Your information is stored exclusively within the United Kingdom, or within providers approved by the European Union as being appropriate to securely store your information.

We do not use automated decision making. This means that when decisions need to be made about how we manage and use your information, these decisions are made in a transparent way by people, and not by a computer algorithm.

## Sharing your information

- We will only share your data in the following circumstances:
- - If we refer you to another health care provider, we will share your information with that provider to enable them to provide care and treatment
- - There are situations where we have a legal or professional obligation to share your information, such as safeguarding, notifiable diseases or if a serious crime is disclosed to us.
- For further information about the professional duty of confidentiality, please see <https://www.gmc-uk.org/ethical-guidance/ethical-guidance-for-doctors/confidentiality>.

## You have the following rights about your information:

- The right to be informed
- The right of access to your data
- The right to having incorrect data that we hold about you corrected
- The right to having your data deleted
- The right to ask us not to process your data
- The right to have your data transferred to another provider
- The right to object to us processing your data
- The right to be exempt from automated decision making.
- Please note that if we do stop processing or delete your information, our medical record will retain a record of the fact that this information has been deleted. We are unable to remove this audit trail, however, it will not form part of your medical record any more.

You have the right to withdraw consent to us processing your data at any time.

If you are concerned about how we have handled your information, you have a right to make a complaint to the Information Commissioners' Office by calling their helpline on 0303-123 1113

## Further information

If you would like further information about this privacy notice, please contact [communityoutpatients.governance@nhs.net](mailto:communityoutpatients.governance@nhs.net)

# How we look after your information

We take the security and confidentiality of your information very seriously. We recognise that when Next of kin of patients tell us information about themselves they expect that this information is kept strictly confidential. We ensure that we comply with all legal and professional obligations to keep data secure, and ensure that our staff are fully trained in how to do so.

## What information will we hold about you?

We will hold the following information about your:

- Medical information
- Personal information (such as name, address, contact details)
- Characteristics (such as ethnicity, language and disability status)

## Why do we use this information?

We will use your information to allow us to carry out the following:

- We will hold your information as you have been nominated as next of kin for a patient under our care.

## The lawful basis on which we process your information

The General Data Protection Regulations define specific reasons that allow us to collect and use your information. The reasons are:

- We have a legitimate interest in holding this information.

## How we collect this information

We are told this information by people who use our services.

If you decide not to let us collect this information:

If you decide not to allow us to hold and process your information, we will unfortunately not be able to provide care and treatment to you.

## Storing this information

We store your information securely ourselves. We may share your information with carefully chosen partners who help us store and hold this information. We will ensure that these partners are held to the same high standards that we hold ourselves to, and we retain overall responsibility for this.

Your information will be held as part of the medical record of the nominated person. This medical record will not be destroyed or deleted.

Your information is stored exclusively within the United Kingdom, or within providers approved by the European Union as being appropriate to securely store your information.

We do not use automated decision making. This means that when decisions need to be made about how we manage and use your information, these decisions are made in a transparent way by people, and not by a computer algorithm.

## Sharing your information

- We may share this information with another healthcare provider if the person for whom you are next of kin is referred to another healthcare provider.

## You have the following rights about your information:

- The right to be informed
- The right of access to your data
- The right to having incorrect data that we hold about you corrected
- The right to having your data deleted
- The right to ask us not to process your data
- The right to have your data transferred to another provider
- The right to object to us processing your data
- The right to be exempt from automated decision making.

You have the right to withdraw consent to us processing your data at any time.

If you are concerned about how we have handled your information, you have a right to make a complaint to the Information Commissioners' Office by calling their helpline on 0303-123 1113

## Further information

If you would like further information about this privacy notice, please contact [communityoutpatients.governance@nhs.net](mailto:communityoutpatients.governance@nhs.net)

# How we look after your information

We take the security and confidentiality of your information very seriously. We recognise that when Staff members tell us information about themselves they expect that this information is kept strictly confidential. We ensure that we comply with all legal and professional obligations to keep data secure, and ensure that our staff are fully trained in how to do so.

## What information will we hold about you?

We will hold the following information about your:

- Personal information (such as name, address, contact details)
- Characteristics (such as ethnicity, language and disability status)
- Information about your health and how this affects your work.

## Why do we use this information?

We will use your information to allow us to carry out the following:

- We will hold information about you to enable us to employ you, to pay you your salary, and contribute towards your pension. This includes information about you, your education and work history, your health, your professional memberships and your bank details.

## The lawful basis on which we process your information

The General Data Protection Regulations define specific reasons that allow us to collect and use your information. The reasons are:

- This information is held as part of your contract of employment which allows us to maintain your employment with us, and to pay you your salary and contribute to your pension.
- We also have a legal obligation to hold your information for a period of time after you have left our employment.

## How we collect this information

We collect this information directly from you.

If you decide not to let us collect this information:

If you decide not to allow us to hold and process your information, we will not be able to continue to employ you.

## Storing this information

We store your information securely ourselves. We may share your information with carefully chosen partners who help us store and hold this information. We will ensure that these partners are held to the same high standards that we hold ourselves to, and we retain overall responsibility for this.

We will hold your information whilst you are employed by us and for 7 years after you leave our employment.

## How we look after your information

---

Your information is stored exclusively within the United Kingdom, or within providers approved by the European Union as being appropriate to securely store your information.

We do not use automated decision making. This means that when decisions need to be made about how we manage and use your information, these decisions are made in a transparent way by people, and not by a computer algorithm.

## Sharing your information

- We will only share your information either with your consent or if we have a legal obligation to do so.

## You have the following rights about your information:

- The right to be informed
- The right of access to your data
- The right to having incorrect data that we hold about you corrected
- The right to having your data deleted
- The right to ask us not to process your data
- The right to have your data transferred to another provider
- The right to object to us processing your data
- The right to be exempt from automated decision making.

You have the right to withdraw consent to us processing your data at any time.

If you are concerned about how we have handled your information, you have a right to make a complaint to the Information Commissioners' Office by calling their helpline on 0303-123 1113

## Further information

If you would like further information about this privacy notice, please contact [communityoutpatients.governance@nhs.net](mailto:communityoutpatients.governance@nhs.net)

# How we look after your information

We take the security and confidentiality of your information very seriously. We recognise that when Recruitment candidates tell us information about themselves they expect that this information is kept strictly confidential. We ensure that we comply with all legal and professional obligations to keep data secure, and ensure that our staff are fully trained in how to do so.

## What information will we hold about you?

We will hold the following information about your:

- Personal information (such as name, address, contact details)
- Characteristics (such as ethnicity, language and disability status)

## Why do we use this information?

We will use your information to allow us to carry out the following:

- If you apply for a job with us, we will hold the information you submit to us to enable us to process your application. We may use the information you provide to us to obtain further publically available information about you from social media sites.
- We will also use the information you provide to us to ensure that we are administering our recruitment process fairly.

## The lawful basis on which we process your information

The General Data Protection Regulations define specific reasons that allow us to collect and use your information. The reasons are:

- You will be asked to provide consent for us to process your information for these purposes.

## How we collect this information

We collect this information directly from you.

We are told information about you from recruitment agencies and referees.

We may also collect information on you from publically available sources such as social media.

If you decide not to let us collect this information:

If you decide not to allow us to hold and process your information, we will not be able to process your job application.

## Storing this information

We store your information securely ourselves. We may share your information with carefully chosen partners who help us store and hold this information. We will ensure that these partners are held to the same high standards that we hold ourselves to, and we retain overall responsibility for this.

We will hold information about your job application for 6 months after the recruitment process is finished.

## How we look after your information

---

If you are successful in your job application, we will hold your information whilst you are employed by us and for 7 years after you leave our employment (we have a separate privacy notice for employed staff).

Your information is stored exclusively within the United Kingdom, or within providers approved by the European Union as being appropriate to securely store your information.

We do not use automated decision making. This means that when decisions need to be made about how we manage and use your information, these decisions are made in a transparent way by people, and not by a computer algorithm.

## Sharing your information

- We will only share your information either with your consent or if we have a legal obligation to do so.

## You have the following rights about your information:

- The right to be informed
- The right of access to your data
- The right to having incorrect data that we hold about you corrected
- The right to having your data deleted
- The right to ask us not to process your data
- The right to have your data transferred to another provider
- The right to object to us processing your data
- The right to be exempt from automated decision making.

You have the right to withdraw consent to us processing your data at any time.

If you are concerned about how we have handled your information, you have a right to make a complaint to the Information Commissioners' Office by calling their helpline on 0303-123 1113

## Further information

If you would like further information about this privacy notice, please contact [communityoutpatients.governance@nhs.net](mailto:communityoutpatients.governance@nhs.net)



# How we look after your information

We take the security and confidentiality of your information very seriously. We recognise that when Referees tell us information about themselves they expect that this information is kept strictly confidential. We ensure that we comply with all legal and professional obligations to keep data secure, and ensure that our staff are fully trained in how to do so.

## What information will we hold about you?

We will hold the following information about your:

- Personal information (such as name, address, contact details)

## Why do we use this information?

We will use your information to allow us to carry out the following:

- If you submit a reference regarding a potential employee, we will retain both the reference, and the other details that you submit to us. This will enable us to process the job application for the candidate that you providing a reference for.

## The lawful basis on which we process your information

The General Data Protection Regulations define specific reasons that allow us to collect and use your information. The reasons are:

- You will be asked to provide consent for us to process your information for these purposes.

## How we collect this information

We collect this information directly from you.

If you decide not to let us collect this information:

If you decide not to allow us to process this information, we may not be able to employ the candidate about whom you are submitting a reference.

## Storing this information

We store your information securely ourselves. We may share your information with carefully chosen partners who help us store and hold this information. We will ensure that these partners are held to the same high standards that we hold ourselves to, and we retain overall responsibility for this.

We will hold the information you submit to us for the duration of the candidate's employment with us, and for a period of 7 years afterwards. If the candidate is unsuccessful, we will hold the information you submit to us for 6 months after the recruitment process is finished.

Your information is stored exclusively within the United Kingdom, or within providers approved by the European Union as being appropriate to securely store your information.

We do not use automated decision making. This means that when decisions need to be made about how we manage and use your information, these decisions are made in a transparent way by people, and not by a computer algorithm.

## Sharing your information

- We will only share your information either with your consent or if we have a legal obligation to do so.

## You have the following rights about your information:

- The right to be informed
- The right of access to your data
- The right to having incorrect data that we hold about you corrected
- The right to having your data deleted
- The right to ask us not to process your data
- The right to have your data transferred to another provider
- The right to object to us processing your data
- The right to be exempt from automated decision making.

You have the right to withdraw consent to us processing your data at any time.

If you are concerned about how we have handled your information, you have a right to make a complaint to the Information Commissioners' Office by calling their helpline on 0303-123 1113

## Further information

If you would like further information about this privacy notice, please contact [communityoutpatients.governance@nhs.net](mailto:communityoutpatients.governance@nhs.net)

# How we look after your information

We take the security and confidentiality of your information very seriously. We recognise that when Patients tell us information about themselves they expect that this information is kept strictly confidential. We ensure that we comply with all legal and professional obligations to keep data secure, and ensure that our staff are fully trained in how to do so.

## What information will we hold about you?

We will hold the following information about your:

- Medical information
- Personal information (such as name, address, contact details)
- Characteristics (such as ethnicity, language and disability status)

## Why do we use this information?

We will use your information to allow us to carry out the following:

- To allow us to diagnose and treat your healthcare problems
- To allow us to look into any complaints or concerns that you may have with our services
- To allow us to contact you to find out what you thought about our services
- To allow us to process requests that you make for information either under the Freedom of Information Act or General Data Protection Regulations

## The lawful basis on which we process your information

The General Data Protection Regulations define specific reasons that allow us to collect and use your information. The reasons are:

- We are processing your data under Article 9(2,h) of the General Data Protection Regulations. This allows us to process your data to provide health care and treatment.

## How we collect this information

We collect and record the information that you tell us as part of your appointments.

We also receive information about you from your GP.

If you decide not to let us collect this information:

If you decide not to allow us to hold and process your information, we will unfortunately not be able to provide care and treatment to you.

## Storing this information

We store your information securely ourselves. We may share your information with carefully chosen partners who help us store and hold this information. We will ensure that these partners are held to the same high standards that we hold ourselves to, and we retain overall responsibility for this.

Your medical record will not be destroyed or deleted.

Any information that we hold about a complaint that you have made will be retained for 10 years.

## How we look after your information

---

Information that we hold about a request for information under either the Freedom of Information Act or General Data Protection Regulations will be held for 3 years unless you appeal our decision, in which case, it will be held for 6 years.

Your information is stored exclusively within the United Kingdom, or within providers approved by the European Union as being appropriate to securely store your information.

We do not use automated decision making. This means that when decisions need to be made about how we manage and use your information, these decisions are made in a transparent way by people, and not by a computer algorithm.

## Sharing your information

- We will only share your data in the following circumstances:
- - If we refer you to another health care provider, we will share your information with that provider to enable them to provide care and treatment
- - There are situations where we have a legal or professional obligation to share your information, such as safeguarding, notifiable diseases or if a serious crime is disclosed to us.
- For further information about the professional duty of confidentiality, please see <https://www.gmc-uk.org/ethical-guidance/ethical-guidance-for-doctors/confidentiality>.

## You have the following rights about your information:

- The right to be informed
- The right of access to your data
- The right to having incorrect data that we hold about you corrected
- The right to having your data deleted
- The right to ask us not to process your data
- The right to have your data transferred to another provider
- The right to object to us processing your data
- The right to be exempt from automated decision making.
- Please note that if we do stop processing or delete your information, our medical record will retain a record of the fact that this information has been deleted. We are unable to remove this audit trail, however, it will not form part of your medical record any more.

You have the right to withdraw consent to us processing your data at any time.

If you are concerned about how we have handled your information, you have a right to make a complaint to the Information Commissioners' Office by calling their helpline on 0303-123 1113

## Further information

If you would like further information about this privacy notice, please contact [communityoutpatients.governance@nhs.net](mailto:communityoutpatients.governance@nhs.net)

# How we look after your information

We take the security and confidentiality of your information very seriously. We recognise that when Next of kin of staff members tell us information about themselves they expect that this information is kept strictly confidential. We ensure that we comply with all legal and professional obligations to keep data secure, and ensure that our staff are fully trained in how to do so.

## What information will we hold about you?

We will hold the following information about your:

- Personal information (such as name, address, contact details)

## Why do we use this information?

We will use your information to allow us to carry out the following:

- We will hold your information as you have been nominated as next of kin for a staff member under our care.

## The lawful basis on which we process your information

The General Data Protection Regulations define specific reasons that allow us to collect and use your information. The reasons are:

- We have a legitimate interest in holding this information.

## How we collect this information

We are told this information by staff member.

If you decide not to let us collect this information:

If you decide not to allow us to hold and process your information, we will unfortunately not be able to provide care and treatment to you.

## Storing this information

We store your information securely ourselves. We may share your information with carefully chosen partners who help us store and hold this information. We will ensure that these partners are held to the same high standards that we hold ourselves to, and we retain overall responsibility for this.

Your information will be held as part of the employee record of the nominated person.

Your information is stored exclusively within the United Kingdom, or within providers approved by the European Union as being appropriate to securely store your information.

We do not use automated decision making. This means that when decisions need to be made about how we manage and use your information, these decisions are made in a transparent way by people, and not by a computer algorithm.

## Sharing your information

- We will not share this information without your consent.

## You have the following rights about your information:

- The right to be informed
- The right of access to your data
- The right to having incorrect data that we hold about you corrected
- The right to having your data deleted
- The right to ask us not to process your data
- The right to have your data transferred to another provider
- The right to object to us processing your data
- The right to be exempt from automated decision making.

You have the right to withdraw consent to us processing your data at any time.

If you are concerned about how we have handled your information, you have a right to make a complaint to the Information Commissioners' Office by calling their helpline on 0303-123 1113

## Further information

If you would like further information about this privacy notice, please contact [communityoutpatients.governance@nhs.net](mailto:communityoutpatients.governance@nhs.net)