

# Service user privacy notice - General Data Protection Regulation (GDPR)

The purpose of this notice is to inform you of the type of information that Wirral Community NHS Foundation Trust (WCT) holds; how that information is used; who we may share that information with; and how we keep it secure and confidential.

## Data Controller

WCT are registered as a Data Controller with the Information Commissioner's Office (ICO) and are committed to protecting the rights of individuals in line with the General Data Protection Regulation 2016 (GDPR).

**Address:** Wirral Community NHS Foundation Trust, Derby Road, Birkenhead, Wirral, CH42 0LQ

**Telephone:** 0151 514 2888

## Data Protection Officer

WCT has a Data Protection Officer who can be contacted through [wcnt.dpo@nhs.net](mailto:wcnt.dpo@nhs.net)

## What information is collected about me?

The trust collects a combination of personal and special category information that includes:

- Basic details, such as your name, address, telephone numbers, date of birth, next of kin
- Contacts we have had with you, such as appointments and home visits
- Details and records of treatment and care, including notes and reports about your health/care needs
- Patient images for example photograph, x-rays, scans
- Financial information relevant to your care and support requirements
- Visual images, personal appearance and behaviour, eg CCTV images are used as part of the building security
- Responses to surveys, where individuals have responded to surveys about health or social care issues
- Racial and ethnic origin
- Offences (including alleged offences), criminal proceedings, outcomes and sentences
- Religion or similar beliefs
- Physical or mental health details
- Sexual orientation

We have no right to ask you about information that is not relevant to your care.

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### Why is information collected about me?

The health and social care professionals caring for you keep records about your health and any treatment or care you receive. This information is either written down or held on a computer. These records are then used to guide and manage the care you receive. This is to ensure:

- health and social care professionals involved in your care have accurate and up-to-date information to assess your health and social care needs
- there is a good basis for assessing the type and quality of care you have received. This will lead to better care both for you and for other service user/patients in the future
- if you need to complain about the care you receive, your concerns or complaints can be properly investigated

### To help the NHS

Information is also used to help support the future development of the NHS, ensuring the services provided to our patients/service users is always improving. Some areas where we may process partly/fully anonymised data include:

- analysis of statistical data to review NHS performance and key performance indicators
- to aid the completion of audits across our NHS services
- to review and monitor how we spend public money
- to help plan and develop strategic direction for the future delivery of our NHS service
- to teach and train health/social care professionals
- to conduct health/social care research and development

### What is the legal basis for processing my information?

The legal basis for the processing of your information for the purposes listed above is that the NHS is an official authority with a public duty to care for its service users/patients as guided by the Department of Health. Additionally, Data Protection Law says it is appropriate to do so for health and social care treatment of patients and the management of health or social care systems and services.

Other bases for sharing your data may be reasons of public interest in the area of public health, for reasons of substantial public interest, in order to protect the vital interests of an individual or for the establishment, exercise or defence of legal claims.

### How do we keep your information confidential and safe?

Information is retained in secure electronic and paper records and access is restricted to only those who need to know. Access to these records is strictly controlled and fully auditable.

Everyone working for the NHS has a legal duty to keep information about you confidential and secure under Data Protection Legislation, Caldicott Principles and Confidentiality Code of Conduct. Our staff are trained to handle your information correctly and protect your privacy

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### Who will my information be shared with?

Where lawful and necessary we will share appropriate, relevant and proportionate personal data with the following:

- health or social care providers, education services, local council and voluntary/third sector organisations who are directly involved in your care
- organisations that we have contracted or have been contracted by to provide a service. We will only ever share your data if we are satisfied that our partners or suppliers have sufficient measures in place to protect your data in the same way that we do
- auditors and monitoring bodies such as the Care Quality Commission
- legal claims and complaints

We are also required by law to report certain information to the appropriate authorities. Occasions when we must pass on information include:

- Notification of a new birth
- Where we encounter infectious diseases which may endanger the safety of others, such as meningitis or measles
- Where a formal court order has been issued
- When the Police request information as part of a criminal investigation

**Wirral Care Record** – providing health and social care professionals with an overview of your health and social care information in one digital record. Further information can be found here: <https://www.wirralccg.nhs.uk/healthy-wirral/wirral-care-record/>

**External Systems and third party providers** – there are areas of work where we use externally provided systems (such as our clinical system) to manage your information for service delivery, monitoring and improvement. We ensure that appropriate controls are in place to mitigate risk and ensure compliance with our requirements.

Please note that if you provide us with your mobile number then we may use this to send you a reminder about your appointment, test results and to ask you for feedback. Please let us know if you do not wish to receive these on your mobile.

### How long do you keep my information for?

Information is held for specified periods of time as set out in the Information Governance Alliance 'Records Management Code of Practice for Health and Social Care 2016.'

### What are my rights?

Data Protection law gives individuals rights in respect of the personal information that we hold about you. These are:

1. To be informed why, where and how we use your information.
2. To ask for access to your information.

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3. To ask for your information to be corrected if it is inaccurate or incomplete.
4. To ask for your information to be deleted or removed where there is no need for us to continue processing it.
5. To ask us to restrict the use of your information.
6. To ask us to copy or transfer your information from one IT system to another in a safe and secure way, without impacting the quality of the information.
7. To object to how your information is used.
8. To challenge any decisions made without human intervention (automated decision making)

### How do I access my record?

Any request for access to records should be forwarded on to:

General Office  
Victoria Central Health Centre  
Mill Lane, Wallasey  
Wirral CH44 5UF  
Telephone: 0151 604 7592  
Email: [wcnt.vchgeneraloffice@nhs.net](mailto:wcnt.vchgeneraloffice@nhs.net)

### What if I have concerns about the use of my information?

Should you have any concerns about your information, please contact our Data Protection Officer:

Email: [wcnt.dpo@nhs.net](mailto:wcnt.dpo@nhs.net)  
Tel: 0151 514 2202

If you are still unhappy with the outcome of your enquiry you can write to:

The Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF  
Telephone: 01625 545700

If you would like this information in another format, please contact the Your Experience Team on freephone 0800 694 5530. Alternatively you can email [wcnt.yourexperience@nhs.net](mailto:wcnt.yourexperience@nhs.net)

For general enquiries please ring: 0151 514 2888

