



## Privacy Notice for Service Users

### Introduction

This document summarises who we are, what information we hold about you, what we will do with the information we hold including who we may share it with and how long we will keep the information for. This document also explains what rights you have to control how we use your information.

### Who are we?

The Shrewsbury and Telford Hospital NHS Trust is a public organisation providing acute medical services.

The Trust is registered with the Information Commissioner's Office (Registration Number **Z8157295**)

Our name, address and contact details are:

The Shrewsbury and Telford Hospital NHS Trust  
Mytton Oak Road  
Shrewsbury  
Shropshire  
SY3 8XQ  
Tel: 01743 261000

<https://www.sath.nhs.uk/>

### Why do we collect information about you?

We need information about you so that we can provide care services to you when you come into contact with us. Information about you is used to help deliver care services to you and which may include sharing with external organisations so that the care services are integrated.

Information will also be used to contribute to the management of healthcare systems, which means we may need to use your information to ensure the hospital is paid for the services it provides or is held accountable for the quality of the services provided.

Whilst we receive information from you when you come into contact with us via communication tools (email, telephone, video conference) and face to face, we also

receive information about you from other individuals or organisations, such as when you are referred for treatment. We need enough information to be able to provide you with appropriate healthcare services.

### What type of information do we use?

**Personal data** means any information relating to an identified or identifiable individual; an identifiable person is one who can be identified directly or indirectly.

**Special category data** means any information relating to racial or ethnic origin, political opinions, religious beliefs, trade union activities, physical or mental health, sexual life or details of criminal offences.

### What do we use your information for?

The hospital may need to process your **personal data** or **special category data** in order to:

- Provide healthcare related services to you
- Review the standards of care that we provide to make sure they are safe and effective
- Teach or train healthcare professionals
- Carry out audit, research and service evaluation
- Manage complaints, concerns, legal claims and incident management
- Make sure the hospital is paid for the services that it provides (particularly cross-border services)

Where we do this we will process your **personal data** because it is **necessary for the performance of a task carried out in the public interest**. Where we process your **special category data** we will do so because it is necessary **for the purposes of preventative medicine, medical diagnosis, the provision of healthcare or treatment or the management of healthcare systems**.

We have an obligation to protect the health of the general public and where we do this we will process your personal data **for the performance of a task carried out in the public interest**. Where we process your special category data we will do so because it is necessary **for reasons of public interest in the area of public health**.

As a healthcare provider, there may be occasions where we need to process **personal** and/or **special category** data because someone is at risk of serious harm and, where we do this, we will process the information to protect that person's **vital interests**.

There may be occasions when we will be obliged to process your information in order to comply with a court order, coroner's instruction, to prevent or detect crime or to comply with the law. Where we will do this we will process your **personal** and/or **special category** data to **comply with a legal obligation** to which the Trust is subject.

If we process your information for other purposes that are not described above then we will seek your **consent** to do so before we process it.

## With whom do we share your information?

Our Trust is one of many organisations working in the health and care system to improve care for patients and the public).

Whenever you use a health or care service, such as attending Accident & Emergency or using Community Care services, important information about you is collected in a patient record for that service. Collecting this information helps to ensure you get the best possible care and treatment.

You may also be receiving care from other organisations as well as the NHS so we may need to share your information with them, for example with:

- Other healthcare professionals e.g. doctors, nurses, ambulance service
- Partner organisations who contribute to your long term care e.g. GPs, social services, private sector providers
- Carers or guardians with carer or parental responsibilities
- Disclosure to NHS Managers and the Department of Health for the purposes of planning, commissioning services, managing and auditing healthcare services
- Disclosure to bodies with statutory investigative powers such as the Care Quality Commission (CQC), the General Medical Council (GMC), the Audit Commission or the Health Service Ombudsman
- Government departments such as the Department of Health or the Home Office
- Disclosure to Solicitors, to the police, to the courts (including the Coroner's court, and to tribunals and enquiries.

The information collected about you when you use these services can also be used and provided to other organisations for purposes beyond your individual care, for instance to help with:

- improving the quality and standards of care provided
- research into the development of new treatments
- preventing illness and diseases
- ensuring we meet our legal obligations
- monitoring safety
- planning services

This may only take place when there is a clear legal basis to use this information. All these uses help to provide better health and care for you, your family and future generations. Confidential patient information about your health and care is **only used** like this where allowed by law.

Most of the time, anonymised data is used for research and planning so that you cannot be identified in which case your confidential patient information isn't needed.

You have a choice about whether you want your confidential patient information to be used in this way. If you are happy with this use of information you do not need to do

anything. If you do choose to opt out, your confidential patient information will still be used to support your individual care.

To find out more or to register your choice to opt out, please visit [www.nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters). On this web page you will:

- See what is meant by confidential patient information
- Find examples of when confidential patient information is used for individual care and examples of when it is used for purposes beyond individual care
- Find out more about the benefits of sharing data
- Understand more about who uses the data
- Find out how your data is protected
- Be able to access the system to view, set or change your opt-out setting
- Find the contact telephone number if you want to know any more or to set/change your opt-out by phone
- See the situations where the opt-out will not apply

You can also find out more about how patient information is used at:

<https://www.hra.nhs.uk/information-about-patients/> (which covers health and care research); and <https://understandingpatientdata.org.uk/what-you-need-know> (which covers how and why patient information is used, the safeguards and how decisions are made)

You can change your mind about your choice at any time.

Data being used or shared for purposes beyond individual care does not include your data being shared with insurance companies or used for marketing purposes and data would only be used in this way with your specific agreement.

Health and care organisations have until September 2021 to put systems and processes in place so they can be compliant with the national data opt-out and apply your choice to any confidential patient information they use or share for purposes beyond your individual care. Our organisation is currently working towards being compliant with the national data opt-out policy.

#### **How long do we keep your personal information for?**

The NHS has a comprehensive set of guidelines, which govern the length of time that we may keep your records for, which are called NHS Retention Schedules – available in the Records Management NHS Code of Practice. The Shrewsbury and Telford Hospital NHS Trust will comply with the NHS Retention Schedules.

There may be occasions where the Trust will be obliged to vary from the NHS Retention Schedules, for example, in response to a Court Order or other equivalent legal requirement.

Information about the NHS Retention Schedules may be found via the NHS Digital web at: [Records Management Code of Practice - NHSX](#)

## **What measures do we take to protect your information?**

We take our duty to protect your personal information and confidentiality seriously. We are committed to taking all reasonable measures to ensure the confidentiality and security of personal data for which we are responsible, whether computerised or on paper.

The Trust has a Senior Risk Owner (SIRO), a Caldicott Guardian and are in the process of appointing a Data Protection Officer who between them are responsible for the management of patient information and patient confidentiality. We have access control systems in place to allow only those that have a legitimate reason to access your personal and health information and systems and processes to verify who has accessed your records.

Under the NHS Confidentiality Code of Conduct, all our staff are also required to protect information, and inform you of how your information will be used.

All Trust staff complete annual mandatory training in Data Security and Data Protection.

Everyone working for the NHS is subject to the common law duty of confidentiality. Information provided in confidence will only be used for the purpose advised or consented to by the service user, unless it is required or permitted by the law.

## **What are your rights in relation to your personal information?**

Unless subject to an exemption, you have the following rights with respect to your personal data:

- The right request a copy of your personal data which the Shrewsbury and Telford Hospital NHS Trust holds about you
- The right to request that Shrewsbury and Telford Hospital NHS Trust corrects any data if it is found to be inaccurate or out of date
- The right to request your personal data is erased where it is no longer necessary for the Shrewsbury and Telford Hospital NHS Trust to retain such information
- The right to withdraw your consent to the processing at any time if you have previously given consent for processing
- The right to request that the Shrewsbury and Telford Hospital NHS Trust provide you with your personal information and where possible, to transmit that data directly to another data controller, where your information has been processed with your consent
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing
- The right to object to the processing of your data
- The right to lodge a complaint with the Information Commissioner's Office.

For further information about your rights this can be found at: <https://ico.org.uk/>

### **What happens if we need to transfer your information abroad?**

The Shrewsbury and Telford Hospital NHS Trust do not routinely transfer information outside the European Economic Area but if there is a need to do so we will ensure that the security and protections that are put in place are of the equivalent standards to those standards that we would use internally when processing your information.

### **What if we wish to use your information for another purpose?**

If we wish to use your personal information for a new purpose, not covered by this Privacy Notice, then we will provide you with a new notice explaining the new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we ensure there is a legal basis/justification for such processing.

Where the Shrewsbury and Telford Hospital NHS Trust wish to use your information that is for any reason not in line with administering the business of the Shrewsbury and Telford Hospital NHS Trust or complying with a legal obligation then we will seek your consent to do so.

### **Where can you get further information?**

If you do not wish to have your information used in any of the ways described, please contact:

The Information Governance Office  
Shrewsbury Business Park  
Douglas Court  
Block 2  
SHREWSBURY  
Shropshire  
SY2 6FG

Tel: 01743 261000