

Patient privacy notice

This Privacy Notice explains what personal information we collect from you, how we store this personal information, how long we retain it for and with whom and for which legal purpose we may share it.

<p>Who we are</p>	<p>West Suffolk NHS Foundation Trust (WSFT) serves a predominantly rural geographical area of roughly 600 square miles with a population of around 280,000. As well as running the West Suffolk and Newmarket Community Hospitals, WSFT is joining up NHS care across the area providing many of the community services in West Suffolk and provides other health services countrywide.</p> <p>We provide a range of acute and community services with associated inpatient and outpatient facilities. With a turnover of £240m, we are one of the largest employers in Suffolk, employing more than 3,400 whole time equivalent staff. There is a purpose built Macmillan Unit for the care of people with cancer, a dedicated Eye Treatment Centre and a Day Surgery Unit where children and adults are treated and go home on the same day.</p> <p>Our Trust is registered with the Information Commissioner's Office (ICO) to process personal and special categories of information under the General Data Protection Regulation 2016/679 and our registration number is Z6847094.</p>
<p>Why do we collect personal information?</p>	<p>The staff caring for you need to collect and maintain information about your health and treatment so that you can be given the best possible care. This personal information can be held in a variety of formats, including paper records, electronically on computer systems or in audio files.</p>
<p>What is our legal basis for processing your personal information?</p>	<p>Processing of patient information in connection with your health care is necessary for the purposes of health and social care.</p> <p>Processing of patient information for learning or planning services is deemed to be in the 'public interest'.</p> <p>The Trust does not require explicit consent of patients to process their personal data if the purpose falls within the legal bases detailed above.</p>

What personal information do we need to collect about you and how do we obtain it?

Personal information about you is collected in a number of ways. This can be from referral details from your GP or another hospital, directly from you or your authorised representative.

We will likely hold the following basic personal information about you: your name, address, telephone numbers, date of birth, emergency contacts and your GP details, etc. We might also hold your email address, marital status, occupation, overseas status, place of birth and preferred name or maiden name.

In addition to the above, we may hold sensitive personal information about you which could include:

- Notes and reports about your health, treatment and care, including:
 - your medical conditions
 - results of investigations, such as x-rays and laboratory tests
 - future care you may need
 - personal information from people who care for and know you, such as relatives and health or social care professionals
 - other personal information such as smoking status and any learning disabilities
- Your religion and ethnic origin
- Whether or not you are subject to any protection orders regarding your health, wellbeing and human rights.

It is important for us to have a complete picture of you as this will assist staff to deliver appropriate treatment and care plans in accordance with your needs.

CCTV and body worn cameras are also in use at the Trust. Footage of patients may be captured in order to protect our staff and for the purposes of Trust or criminal investigation.

NHS Login Privacy Policy

Please note that if you access our service using your NHS login details, the identity verification services are managed by NHS England. NHS England is the controller for any personal information you provided to NHS England to get an NHS login account and verify your identity, and uses that personal information solely for that single purpose. For this personal information, our role is a “processor” only and we must act under the instructions provided by NHS England (as the “controller”) when verifying your identity. View [NHS England's](#)

	<p>Privacy Notice and Terms and Conditions. This restriction does not apply to the personal information you provide to us separately.</p> <p>https://access.login.nhs.uk/terms-and-conditions</p> <p>If you view or manage your hospital appointments using Patient Portal UK via the NHS App we share your data with NHS England who operate the NHS App and provide this functionality, known as NHS Wayfinder services. For more information, see the NHS Wayfinder services privacy policy.</p>
<p>What do we do with your personal information?</p>	<p>Your records are used to directly manage and deliver healthcare to you to ensure that:</p> <ul style="list-style-type: none"> • The staff involved in your care have accurate and up to date information to assess and advise on the most appropriate care for you. • Staff have the information they need to be able to assess and improve the quality and type of care you receive. • Appropriate information is available if you see another healthcare professional, or are referred to a specialist or another part of the NHS, social care or health provider. <p>The personal information we collect about you may also be used to:</p> <ul style="list-style-type: none"> • remind you about your appointments and send you relevant correspondence; • review the care we provide to ensure it is of the highest standard and quality, e.g. through audit or service improvement; • support the funding of your care, e.g. with commissioning organisations; • prepare statistics on NHS performance to meet the needs of the population or for the Department of Health and other regulatory bodies; • form part of a population health record that is accessible by other organisations connected to your care;

	<ul style="list-style-type: none"> • help to train and educate healthcare professionals; • report and investigate complaints, claims and untoward incidents; • report events to the appropriate authorities when we are required to do so by law; • review your suitability for research study or clinical trial; • contact you with regards to patient satisfaction surveys relating to services you have used within our hospital so as to further improve our services to patients <p>Where possible, we will always look to anonymise your personal information so as to protect your confidentiality, unless there is a legal basis that permits us to use it and we will only use or share the minimum information necessary.</p>
Profiling	<p>We will be making use of the profiling element of our population health system to identify patients for potential care options or interventions. Profiling of your information will take place that informs us to consider care options that would benefit you.</p> <p>There won't be any automated decision making processes; any decisions about you are made by a clinician.</p> <p>You will retain the choice and control about whether to take options provided to you, such as referral to another healthcare provider.</p>
Who do we share your personal information with and why?	<p>We may need to share relevant personal information with other NHS organisations. For example, we may share your information for healthcare purposes with health organisations such as NHS England, Public Health England, other NHS trusts, general practitioners (GPs), ambulance services, primary care agencies, etc. We will also share information with other parts of the NHS and those contracted to provide services to the NHS in order to support your healthcare needs.</p> <p>We also share information with the National Disease Registration Service which is part of Public Health England and records people with congenital abnormalities and rare diseases across the whole of England. The registration service provides a resource for clinicians to support high quality clinical practice, including epidemiology and monitoring of the frequency, nature, cause and outcomes of these disorders</p>

	<p>We may need to share information from your health records with other non-NHS organisations from which you are also receiving care, such as Social Services or private care homes. However, we will not disclose any health information to third parties without your explicit consent unless there are circumstances, such as when the health or safety of others is at risk or where current legislation permits or requires it.</p> <p>There are occasions where the Trust is required by law to share information provided to us with other bodies responsible for auditing or administering public funds, in order to prevent and detect fraud.</p> <p>There may also be situations where we are under a duty to share your information, due to a legal requirement. This includes, but is not limited to, disclosure under a court order, sharing with the Care Quality Commission for inspection purposes, the police for the prevention or detection of crime or where there is an overriding public interest to prevent abuse or serious harm to others and other public bodies.</p> <p>For any request to transfer your data internationally outside the UK/EU, we will make sure that an adequate level of protection is satisfied before the transfer.</p> <p>The Trust is required to protect your personal information, inform you of how your personal information will be used, and allow you to decide if and how your personal information can be shared. Personal information you provide to the Trust in confidence will only be used for the purposes explained to you and to which you have consented. Unless, there are exceptional circumstances, such as when the health or safety of others is at risk, where the law requires it or there is an overriding public interest to do so. Where there is cause to do this, the Trust will always do its best to notify you of this sharing.</p>
<p>How we maintain your records</p>	<p>Your personal information is held in both paper and electronic form for specified periods of time as set out in the NHS Records Management Code of Practice for Health and Social Care.</p> <p>We hold and process your information in accordance with the General Data Protection Regulation 2018. In addition, everyone working for the NHS must comply with the Common Law Duty of Confidentiality and any appropriate national and professional standards.</p> <p>We have a duty to:</p> <ul style="list-style-type: none"> • maintain full and accurate records of the care we provide to you; • keep records about you confidential and secure; • provide information in a format that is accessible to you.

	Some services in the Trust provide the option to communicate with patients via email. Please be aware that the Trust cannot guarantee the security of this information whilst in transit but we have implemented an encrypted email solution to reduce the risks of data loss.
What are your rights?	<p>If we need to use your personal information for any reasons beyond those stated above, we will discuss this with you and ask for your <u>explicit</u> consent. The General Data Protection Regulation gives you certain rights, including the right to:</p> <ul style="list-style-type: none"> • Request access to the personal data we hold about you, e.g. in health records. • Request the correction of inaccurate or incomplete information recorded in our health records, subject to certain safeguards. • Withdraw consent to the sharing of your health records. Any consent form you will be asked to sign will give you the option to 'refuse' consent and will explain how you can 'withdraw' any given consent at a later time. The consent form will also warn you about the possible consequences of such refusal/withdrawal. • Request your personal information to be transferred to other providers on certain occasions. • We will always try to keep your information confidential and only share information when absolutely necessary. <p>If you have recorded a preference with the National Data Opt Out team to opt out of sharing your information for research or planning purposes, this decision will be respected.</p> <p>If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer who will investigate your concerns.</p>
Is my data held or transferred overseas?	All Trust servers are based in the UK, however, some of the service providers we use may hold your information outside the UK. If we do transfer your personal information outside of the UK we will ensure that it is protected to the same extent as it would be within the UK. A Data Protection Impact Assessment is completed for all systems and processes that use personally identifiable data, with appropriate risk assessments for transferring data overseas. If data is shared or transferred outside of the UK or EU/EEA, we ensure that an International Data Transfer Agreement (IDTA) is completed to ensure the country the data is being transferred to adheres to appropriate data privacy laws.



West Suffolk
NHS Foundation Trust

Data Protection Officer

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