

Privacy Notice

Communication to patients during covid-19 (via our website forms only)

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 collect the information that you submit via the communication tools on our website e.g. message to a patient and pebble request form.

We need this information to be able to send your message or pebble to the right patient. Information about you and the patient is used to for this purpose.

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.

We do not request any Special category data via these communication tools.

What do we use your information for?

The hospital needs to process your **personal data** in order to:

- Provide your loved one with a message from yourself
- Share this information with the ward that the patient is on
- Ensure that we are giving your message or pebble to the right patient (by asking for key identifiable information such as patient date of birth, name of patient and what ward the patient is on).

Where we do this we will process your **personal data** because you have given your permission for us to use this information in this way. We do not intend to use or share your personal information for any other purposes.

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**.

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?

We will share your information with relevant departments within the hospital such as patient experience team and the ward staff (depending on which ward the patient is on).

We will **not** share your information for marketing, social media or for insurance purposes unless we have your **consent** to do so.

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: <https://digital.nhs.uk/data-and-information/looking-after->

[information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/records-management-code-of-practice-for-health-and-social-care-2016](https://www.nhs.uk/privacy-policy/information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/records-management-code-of-practice-for-health-and-social-care-2016)

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 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 Manager
The Royal Shrewsbury Hospital
Mytton Oak Road
SHREWSBURY
Shropshire
SY3 8XQ

Tel: 01743 261000