

Patient Experience Privacy Notice

Why are we collecting your information?

This Privacy Notice has been written to inform you that York and Scarborough Teaching Hospitals NHS Foundation Trust (the Trust) processes information about you in order to invite people to be involved and engaged in patient experience opportunities.

Who do we collect your information from?

We collect information directly from you.

Who are we?

The Trust is a 'Data Controller', this means that we determine the purposes for which, and the way, your personal data is processed. We have a responsibility to you and your personal data and will only collect and use this in ways which are compliant with data protection legislation.

The Trust has appointed Rebecca Bradley (Head of Information Governance) to be its Data Protection Officer (DPO). The role of the DPO is to ensure that the Trust is compliant with Data Protection legislation and to oversee data protection procedures.

The DPO contact details are:

York and Scarborough Teaching Hospital NHS Foundation Trust

York Hospital
Wigginton Road
York
North Yorkshire
YO31 8HE

yhs-tr.Information.Governance@nhs.net

What Information are we collecting?

- Name
- Contact information such as email, telephone number and address
- Information you may volunteer and would like us to record such as any medical diagnosis that helps with your engagement (we do not routinely ask for this)

What is our lawful basis for processing your information?

Any personal data we process is done so in accordance with the UK General Data Protection Regulation (UK GDPR).

Article 6(1)(a) Consent (you will receive a consent form for us to record this)

Article 6(1)(e) Public Task: the processing is necessary to perform a task in the public interest, or our official functions, which have a clear basis in law.

Where special category data is volunteered by you we would collect this with your explicit consent.

How long do we keep your information for?

The Trust follows NHS Digital's recommended retention schedule, and your information will be deleted after six years of you ending your involvement with the Trust.

Who do we share your information with?

The information we hold about you will not routinely be shared with any other organisations. However, there may be occasions where the Trust is required by law to share information with other bodies responsible for auditing or administering public funds, to prevent

and detect fraud.

Do we transfer your information outside the UK?

No

What rights do you have over your data?

Under GDPR data subjects have the following rights in relation to the processing of their personal data:

- to be informed about how we process your personal data. This notice fulfils this obligation
- to request access to your personal data that we hold, and be provided with a copy of it
- to request that your personal data is amended if inaccurate or incomplete
- to request that your personal data is erased where there is no compelling reason for its continued processing
- to request that the processing of your personal data is restricted
- to object to your personal data being processed

If you have any concerns about the way we have handled your personal data or would like any further information, then please contact our DPO on the address provided above. To put in a Subject Access Request please contact:

01904 725680

Yhs-tr-subjectaccesssgh@nhs.net

If you do not want to receive text messages from the Trust, there is an opt out option for this.

If we cannot resolve your concerns, you may also complain to the Information Commissioner's Office (the Data Protection Regulator) about the way in which the Trust has handled your personal data. You can do so by contacting:

**First Contact Team
Information Commissioner's Office
Wycliffe House Water
Lane Wilmslow
Cheshire
SK9 5AF**

casework@ico.org.uk // 0303 123 1113