



Privacy Notice

Introduction

Our patients are the most important thing to us and we are constantly striving to improve the care they receive, through looking at the ways we work, ensuring our staff are highly trained and encouraging research which allows us to offer our patients the latest technologies, techniques and medicines – and attract and retain our enviable team of more than 15,000 highly skilled staff.

We are one of the biggest and busiest NHS Trusts in the country, serving the one million residents of Leicester, Leicestershire and Rutland – and increasingly specialist services over a much wider area. Our nationally and internationally-renowned specialist treatment and services in cardio-respiratory diseases, Extra Corporeal Membrane Oxygenation (ECMO), cancer and renal disorders reach a further two to three million patients from the rest of the country.

Spread over the General, Glenfield and Royal Infirmary hospitals, we also have our very own Children's Hospital and work closely with partners at the University of Leicester and De Montfort University providing world-class teaching to nurture, train and develop the next generation of doctors, nurses and other healthcare professionals, many of whom go on to spend their working lives with us.

Our Heart centre at the Glenfield hospital continues to lead the way in developing new and innovative research and techniques, such as surgery with a Robotic Arm, TAVI (Trans-Catheter Aortic Valve Insertion) and the use of the suture less valve in heart surgery. It has also become one of the world's busiest ECMO centres and the only hospital in the UK to provide ECMO therapy for both adults and children.

Our purpose is to provide 'Caring at Its Best' by living a set of values created by our staff that embody who we are and what we are here to do. They are:

- o We focus on what matters most
- o We treat others how we would like to be treated
- o We are passionate and creative in our work
- o We do what we say we are going to do
- o We are one team and we are best when we work together

Our patients are at the heart of all we do and we believe that 'Caring at its Best' is not just about the treatments and services we provide, but about giving our patients the best possible experience. That is why we are proud to be part of the NHS and we are proud to be Leicester's Hospitals.

This privacy notice lets you know what happens to any personal data that you give to us, or any that we may collect from or about you.

This privacy notice applies to personal information processed by or on behalf of the Trust.

This Notice explains

- Who we are, how we use your information and who our Data Protection Officer (DPO) is
- What kinds of personal information about you we process
- What the legal grounds for our processing of your personal information are (including when we share it with others)
- What you should do if your personal information changes
- How long do we retain your personal information?
- What your rights under data protection law are.



The General Data Protection Regulation (GDPR) became law on 24th May 2016. This is a single EU-wide regulation on the protection of confidential and sensitive information. It enters into force in the UK on the 25th May 2018, repealing the Data Protection Act (1998).

For the purpose of applicable data protection legislation (including but not limited to the General Data Protection Regulation (Regulation (EU) 2016/679) (the "GDPR"), and the Data Protection Act 2018 (currently in Bill format before Parliament).

University Hospitals of Leicester NHS Trust is a registered "Data Controller", Information Commissioner Office (ICO) registration number Z7882087. We collect and process personal information about you. This notice explains how we use and share your information. Information may be collected in the following formats - paper, online, telephone, email, CCTV or by a member of our staff, or one of our partners.

We will continually review and update this privacy notice to reflect changes in our services and feedback from service users, as well as to comply with changes in the law. When such changes occur, we will revise the "last updated" date as documented in the version control section.

Why we collect information about you

We need information about you so that we can give you the best possible care. When you encounter the health service provided at University Hospitals of Leicester NHS Trust, you will be asked to provide details about yourself. This information will help us provide the following:

- Deliver high quality health care services
- Confirm your identity to ensure that we have accurate, up to date information to provide the best possible care and treatment for you.
- Support the provision of joined up services that meet your holistic health and social care needs.
- Plan, manage and work out what care services are needed where and when
- Enable the hospital to be paid for your treatment
- Support audits of NHS services and accounts
- Contribute to national NHS statistics.
- Find better ways to prevent illness and treat conditions

We may not be able to provide you with a service unless we have enough information about you.

For processing to be lawful under the General Data Protection Regulation (GDPR) we need to identify a legal basis before we can process personal data. These are often referred to as the 'lawful basis for processing'. The identified legal basis for University Hospitals of Leicester NHS Trust to process healthcare data is:

'6(1)(e) – Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.'

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The type of data we process (health data) is known as a 'special category data'. The identified legal basis for University Hospitals of Leicester NHS Foundation Trust to process healthcare data is:

'9(2)(h) Necessary for the purposes of preventative or occupational medicine, for medical diagnosis, the provision of health or social care or treatment or management of health or social care systems and services, carried out by or under supervision of health professionals who in the circumstances owes a duty of confidentiality under and enactment of rule of law'.

This is the lawful basis for processing the health data that we collect to provide care directly to each patient, and the data that we collect for managing and planning our services to you.

What information we collect about you

What are the different types of data?

According to the General Data Protection Regulation, personal data means any information relating to an identified or identifiable natural person. An identifiable person may be someone who can be identified directly or indirectly.

Sensitive Personal Data relates to information concerning a data subject's racial or ethnic origin, political opinions, religious beliefs, trade union activities, physical or mental health, sexual life or details of criminal offences.

Pseudonymised data takes the most identifying fields within a database and replaces them with artificial identifiers or pseudonyms. For example, a name is replaced with a unique number. Pseudonymised data is not the same as anonymised data. When data has been pseudonymised it still retains a level of details in the replaced data that should allow tracking back of the data to its original state.

Anonymisation is the process of turning data into a form which does not identify individuals and where identification is not likely to take place. This allows for a much wider use of the information as it changes it from personal data to statistical data. Where possible, University Hospitals of Leicester NHS Trust uses and shares anonymised data instead of identifiable data to protect the confidentiality of the subjects involved while still being able to plan services.

What we collect and why we use it:

Personal demographic details including your name, address, date of birth, and phone number for:

- identifying you, to ensure we have the right person to treat
- planning our services in your local area
- to contact you regarding appointments and feedback via text messages (you can opt out of this if you like by contacting us, following opt out instructions in the message or informing staff when you attend an appointment). We are contracted to NHS Digital to



obtain feedback in this manner. We share this feedback nationally but all details that identify you are removed before sharing.

Sensitive information: health data and diagnostic data

- This information is taken so that we can offer you the best care available and tailor it to your needs. It is kept securely and only those with a need to see it are allowed access.
- We may share information regarding your health with other agencies and organisations including other healthcare providers. This work is completed in accordance with Data Protection law, and where possible will either have had any information that identifies you removed, or with your consent.

Closed Circuit Television (CCTV) /surveillance

We have installed CCTV systems in some of our premises that are used by members of the public, for the purposes of public and staff safety and crime prevention and detection. CCTV is also installed on the outside of some of our buildings for the purposes of monitoring building security and crime prevention and detection.

Images captured by CCTV will not be kept for longer than necessary. However, on occasions there may be a need to keep images for longer, for example where a crime is being investigated. We operate CCTV and disclose to relevant agencies, such as the Police, in accordance with the codes of practice and safeguards issued by the Information Commissioner.

How long will we store your information?

We are required under UK law to keep your information and data for the full retention periods as specified by the NHS Records Management Code of Practice for Health and Social Care and national archives requirements.

More information on records retention can be found online 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>

Why we collect information about ethnicity

Every NHS organisation must collect information on the ethnic origins of its patients. You will be asked to select the group which best describes the ethnic group you belong to. We only use it to make sure our services meet the needs of all members of the community.

You don't have to give us information about your ethnic origin if you do not want to.



How we use your information

We will use the information you provide in a manner that conforms to the General Data Protection Regulation and which is supported by the Data Protection Act 2018. We will endeavour to keep your information accurate and up to date and not keep it for longer than is necessary.

We will process your information for the following purposes:

- Staff caring for you have accurate and up to date information to help them decide the best possible care and treatment needed for you
- We can contact you in relation to your care and treatment
- Information is available should you need another form of care, for example if you are referred to a specialist or another part of the NHS
- There is a good basis for looking back and assessing the type and quality of care you have received
- Your concerns can be properly investigated should you need to complain

How your information is used for other purposes

In addition to supporting the care you receive; your information may also be used to help us:

- Look after the health of the general public
- Review the care we provide to ensure it is of the highest standard
- Teach and train health care professionals (if you do not want your information to be used in this way, please let us know. It will not affect your treatment in any way)
- Conduct research approved by the Local Research Ethics Committee (your personal details will not be disclosed outside of the Trust without your consent)
- Conduct audits to assess and improve the effectiveness of our services
- Investigate complaints, legal claims or untoward incidents
- Make sure our services can meet patient needs in the future
- Prepare statistics on NHS performance
- Ensure treatments and services meet the needs of local communities
- Monitor the way public money is spent

If you do not want certain information recorded or shared with others, please talk to the person in charge of your care. There are however some aspects of your care which we are obliged to record.



What about Research Data?

Medical Research is a very important use for the personal data that the Trust holds. Research allows us to develop new treatments, to manage healthcare services more effectively and to monitor long term patient outcomes. The Research and Innovation team treat patient information with the utmost care. To find out more about this, <https://www.hra.nhs.uk/information-about-patients/>

Is any information transferred outside the European Economic Area

We do not transfer any patient personal information to countries outside the EEA. If you are outside the UK and would like to see a copy of your records, please request these through the Access To Your Records section of this web site: <http://www.leicestershospitals.nhs.uk/patients/patient-and-visitor-services/health-and-medical-records/>

How we protect your information

We understand the personal and sensitive nature of your information. In addition to the General Data Protection Regulation (GDPR) and Data Protection Act 2018 (DPA18) everyone working for the NHS is subject to the Common Law Duty of Confidence. Staff are required to protect your information under the NHS Confidentiality Code of Conduct and must inform you how your information will be used and allow you to decide if and how your information can be shared.

We may use external companies to process personal information such as for archiving or destruction of data. These organisations will be bound by contractual agreement to ensure information is kept confidential and secure in compliance with the GDPR/DPA18.

Who else might see your information

You may be receiving care from other people as well as the NHS so we may be required to share your information with them for example with:

- Other healthcare professionals e.g., doctors, nurses, ambulance services
- Partner organisations who contribute to your long term care e.g., GPs, social services, private sector providers
- Other services e.g., cancer registries, complaints, auditing, research purposes etc. (anonymised/pseudonymised or your consent will be sought).

We may also need to share your information for other purposes for example with (please note this list is not exhaustive):

- Carers/guardians with parental responsibilities



- Carers/guardians without parental responsibility (subject to explicit consent, unless data is anonymous)
- Disclosure to NHS managers and the Department of Health for the purposes of planning, commissioning, managing and auditing healthcare services
- Disclosure to bodies with statutory investigative powers – e.g., the Care Quality Commission, the GMC, the Audit Commission, the Health Service Ombudsman
- Disclosure, where necessary and appropriate, to non-statutory investigations – e.g., Members of Parliament
- Disclosure, where necessary and appropriate, to government departments other than the Department of Health
- Disclosure to solicitors, to the police, to the courts (including a Coroner's court), and to tribunals and enquiries
- Disclosure to the media (the minimum necessary disclosure subject to explicit consent)

We may therefore need to share your information with these individuals to ensure the best possible care is provided. We will only ever pass information about you if they have a genuine need for it, on a need to know basis, if there is a court order, there is a statutory power to share patient data or we have your consent. We will not disclose your information to a third party unless there are exceptional circumstances, such as when the health and safety of others is at risk or if the law requires us to pass on such information.

Information sharing in the NHS

Information sharing can help to improve the quality of care and treatment, but it must be governed by the legal and ethical framework that protects the interests of service users.

The Trust co-ordinates the sharing of information through the use of official Information Sharing Agreements to ensure that data is handled in accordance with the framework. This framework ensures that the responsibilities of the owner of the data (Controller) and the party processing the data (Processor) are set out, what will happen in the event of a confidentiality breach and who takes responsibility for this.

Patient control of information

You may want to prevent confidential information about you from being shared or used for any purpose other than providing your care. You have a right to opt-out of the NHS or other organisations using your information. If you wish to do this please contact the Trust via the contact details highlighted below:



Data Protection Officer (DPO)

Mr Saiful Choudhury

Contact DPO via Patient Information and Liaison Service (PILS):

Freephone: 08081 788337, Opening times are Monday to Friday 10am to 4pm (however if you leave a message you will be contacted the following working day)

Email: pils@uhl-tr.nhs.uk

Online: [Contact form](#)

Post: Patient Information and Liaison Service
The Firs
C/O Glenfield Hospital
Groby Road
Leicester
LE3 9QP

We do however need to remind you that we may not be able to provide you with a service or be able to undertake the appropriate care needed unless we have enough information about you, or your permission to use that information.

The Trust's Public Membership

The Trust manages a public membership of over 16,500 people across Leicester, Leicestershire and Rutland. Members sign up to be kept informed about Leicester's Hospitals as well as to receive details about events and opportunities to get involved and influence service developments. At a time of increasing change in the provision of health care we feel it is vital to maintain a public membership to facilitate an on-going dialogue and connection between the Trust and the people and communities who use our services.

We have provided some information below which updates our privacy policy regarding our public membership and satisfies the requirements of the recent change in data legislation brought about by the introduction of the General Data Protection Regulation (GDPR). This legislation asks us to inform you about who holds and processes your data, who it is shared with, how long we hold it for and the purpose and lawful basis for holding that data.

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Data Controller and Data processor.

With regard to personal data held in the fulfilment of the Trust's Public membership function, membership data is handled by the Trust's Patient and Public Involvement (PPI) and Membership Office. The "Data Controller" is, therefore, the PPI and Membership Team. Our data processing is managed by a specialist health sector engagement company called Membership Engagement Services (MES). MES have been ISO 27001 accredited since 2013 and have robust, audited processes to ensure any data they hold and process is safe, secure and only used for the purpose intended by the Trust.

What personal data is held on the membership database?

Individuals consenting to join the Trust's public membership are asked to submit the following personal data;

- Name
- Address
- Date of birth
- Email address
- Telephone number
- Gender

This data is stored securely in a password protected database. This data is not shared with any other agency apart from MES, our Data Processor, as noted above. This data is stored for the duration of an individual's membership. Should an individual opt out of the membership, all of their data is deleted.

The purpose and lawful basis on which we process this data.

The lawful basis on which we process membership data is that it serves a legitimate public interest. There are a number of dimensions to this. As a public body, Leicester's Hospitals are accountable to the public, communities and patients we serve. This is a key commitment in the NHS constitution which pledges that the system of accountability for taking decisions in the NHS will be transparent and clear to patients and the wider public. Our public membership represents one of the key means by which we communicate with the local population and keep them informed of changes and developments in our Hospitals.

As a public body, we have a legal "duty to involve" patients and the wider public in the planning, design and development of our services. This is enshrined in Section 242 of the Health Act (2006). There is also a commitment in the NHS Constitution to put patients at the heart of everything we do. As such, we actively encourage feedback from the public, patients and staff, welcome it and use it to

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improve services. Our membership is a fundamental part of our patient and public involvement programme as it enables us to consult with our local population by communicating opportunities to get involved with our hospitals, participate in focus groups and events, respond to surveys and to take up roles as patient and carer representatives.

“Special Category” data

In addition to the personal data listed above, members also submit data that, under the General Data Protection Regulations, is identified as “special category” data. Specifically, members are asked to state their ethnicity, disability status and religion.

The lawful basis on which we process this special category data is that it is necessary for reasons of legitimate public interest. The collection and processing of this data also supports the Trust to fulfil a legal obligation. As a public body we are subject to the Equalities Act (2010). As such, we are legally required to demonstrate that we have paid due regard to people in the nine “protected characteristics” groups identified in the Act. The collection and processing of special category data as part of our membership activity enables us to ensure that our engagement is representative of the local communities we serve and assists the Trust to “encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low” (Equality Act, Part 11, Chapter 1, Section 149 (3) (c)).

Your rights

Correcting inaccurate information

We have a duty to ensure your information is accurate and up to date to make certain we have the correct contact and treatment details about you. If your information is not accurate and up-to-date, you can ask us to correct the record. If we agree that the information is inaccurate or incomplete, it will be corrected. If we do not agree that the information is inaccurate, we will ensure that a note is made in the record of the point you have drawn to the organisation’s attention. If you wish to have any inaccurate information altered, please click here to contact the Patient Information and Liaison Service:

<http://www.leicestershospitals.nhs.uk/patients/patient-welfare/patient-information-and-liaison-service/>

Accessing your information held by University Hospitals of Leicester NHS Foundation Trust

You have the right to see or be given a copy of personal data held about you. To gain access to your information you will need to make a Subject Access Request (SAR) to the Trust. Requests should be addressed to the Trust and we will aim to respond to your request within one month from receipt of your request. For more information please click here:

<http://www.leicestershospitals.nhs.uk/patients/patient-and-visitor-services/health-and-medical-records/>



Freedom of Information Requests (FOI)

The Freedom of Information Act (2000) gives every Individual the right to request information held by the Trust. Your request for information must be made in writing and you are entitled to a response within 20 working days. For more details on submitting a Freedom of Information request please click

<http://www.leicestershospitals.nhs.uk/aboutus/freedom-of-information/>

Complaints

Although we work hard to offer high standards of service and care, things can sometimes go wrong. Should this happen, we will do all that we can to put things right for you and to make sure that the same thing does not happen again. If you would like to know more information on complaints or wish to make a complaint, please click here:

<http://www.leicestershospitals.nhs.uk/patients/patient-welfare/patient-information-and-liaison-service/>

Should you have any concerns about how your information is to be used having read this Privacy Notice, you wish to request the notice in another accessible format or if you do not wish your information to be shared by University Hospitals of Leicester NHS Foundation Trust then please contact the Trust here:

<http://www.leicestershospitals.nhs.uk/patients/patient-welfare/patient-information-and-liaison-service/>

or email: pils@uhl-tr.nhs.uk

The NHS is introducing a tool so that people can opt out of their confidential patient information being used for reasons other than their individual care and treatment. This service is available through NHS Digital – National Data Opt-Out programme. Further details can be found at the following link –

<https://digital.nhs.uk/services/national-data-opt-out-programme>

There may be circumstances where we are legally obliged to share your personal data with other third parties, for reasons such as safeguarding purposes or a court order. In such cases you will not be able to opt out of data sharing.

If you are not happy with our responses and have exhausted all the avenues in the University Hospitals of Leicester NHS Foundation Trust's process and wish to take your complaint to an independent body, you can do this by contacting the Information Commissioner's Office. Contact details can be found below..

Contact information and further advice

If you would like to know more about how we use your information, require information in any accessible format or language or if (for any reason) you do not wish to have your information used in any of the ways described, please contact:

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Post: Patient Information and Liaison Service
The Firs
C/O Glenfield Hospital
Groby Road
Leicester
LE3 9QP

Deputy Head of Privacy

Hannah Rose

Contact Deputy Head of Privacy via Patient Information and Liaison Service (PILS):

Freephone: 08081 788337, Opening times are Monday to Friday 10am to 4pm (however if you leave a message you will be contacted the following working day)

Email: pils@uhl-tr.nhs.uk

Online: [Contact form](#)

Post: Patient Information and Liaison Service
The Firs
C/O Glenfield Hospital
Groby Road
Leicester
LE3 9QP

For independent advice about data protection, privacy and data-sharing issues you can contact the Information Commissioner:

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow

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Cheshire
SK9 5AF

Telephone number 0845 306 060 or 01625 545 745

Website: www.ico.org.uk

Your Data Matters

University Hospitals of Leicester is working alongside the NHS as a whole to implement the National Data Opt Out for those patients who would not like their data to be made available for research projects or reasons beyond their individual medical care. This is expected to be available by the year 2020. Further information is available at www.nhs.uk/your-nhs-data-matters