

Consultant Connect

GDPR Privacy - Patients

Privacy Policy

Consultant Connect recognises the importance of keeping data safe and secure and acting in compliance with UK GDPR (UK General Data Protection Regulation).

Your personal data – what is it?

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession. The processing of personal data is governed by the General Data Protection Regulation 2016/679 (the "GDPR").

This Privacy Notice tells you what to expect in relation to personal information about you which is collected, handled and processed by Consultant Connect Limited.

Who are we?

We are Consultant Connect Limited of One St Aldates, St. Aldates, Oxford, OX1 1DE.

Consultant Connect provides a number of services for which it holds certain GDPR roles:

- **Advice & Guidance and Referral Triage services:** the provision of communications systems to the NHS and Private Health Providers that facilitate easier and faster patient-specific discussions between different teams of clinicians. The overall objective is to ensure patient pathways are not delayed unnecessarily on account of clinicians being unable to contact each other. Consultant Connect works on behalf of Data Controllers who will typically be one of: individual GP Practices; Health Boards/Integrated Care Boards; Hospitals/Hospital Trusts or Community Service Providers. Consultant Connect acts as Data Processor for these services.
- **Community Clinical Services:** the provision of a range of community based clinical services to NHS patients, working in partnership with clinical service providers and via contracts with NHS commissioners. Consultant Connect acts as Data Controller for these services.

We acknowledge and agree that any personal data of yours that we handle will be processed in accordance with all applicable data protection laws in force from time to time.

The information we may collect – Patient Data

The information about you that we may collect, hold and process includes the following:

- NHS/CHI Number – your 10-digit NHS Number (England and Wales) or your 10 digit CHI Number (Scotland)
- Name and Date of Birth – your NHS/CHI Number links to:
 - The Personal Demographic Service (PDS) – an NHS service covering England, Wales and the Isle of Man enabling clinicians to cross-check your name and date of birth to your NHS (National Health Service) Number before proceeding with a communication
 - The Enterprise Master Patient Index (EMPI) – an NHS Scotland service enabling clinicians to cross-check your name and date of birth to your CHI (Community Health Index) Number before proceeding with a communication
- Call Recording – verbatim recording of an advice conversation between your GP and a medical specialist (e.g. an expert NHS hospital consultant) which could on occasion include your name
- Photo Images – relevant photos taken by your GP in order to support a request for specialist advice
- Associated Notes – any notes sent by one clinician to another to support the clinical advice discussion or clinical service being provided
- Referral Information – any notes and attachments associated with a referral, typically from a GP to a hospital team

The above information will have been provided, or will be provided, by you, your GP or other clinician from whom you are requesting healthcare advice/services in order to provide those services to you to the highest possible standard.

How we use the information

The above information is used/retained, upon the instruction of the Data Controller, as part of your medical records and serves as a record of advice given should any healthcare organisation need to access it in the future with regard to providing high quality care to you.

How we hold the information

All the personal data we have is stored on our databases in the UK.

Disclosure of your information

Your personal data will be treated as strictly confidential and will not be shared with any organisation other than those involved in the advice discussion and those involved in providing you with ongoing care, unless required so by law or upon your explicit consent.

Legal basis for processing the information

The legal basis upon which we hold and process your Personal Data (including name and contact details) is as Public Task.

Public Task: processing being necessary for the purposes of preventative or occupational medicine, medical diagnosis, the provision of health or social care or treatment or management of health or social care systems and services.

The legal basis upon which we hold and process your Special Category Data (including biometric and health data) is Health & Social Care.

Health & Social Care: processing being necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services on the basis of Union or Member State law or pursuant to contract with a health professional.

Retention of your data

Your data will be retained in accordance with NHS England/Welsh Government/Scottish Government Records Management Code of Practice and Information Commissioners Office guidelines, subject to approval from the relevant Data Controller.

Your rights

You currently have the right at any time to ask for:

- Access to your data - a copy of the information about you that we hold
- Erasure of your data - deletion of your data
- Restriction of processing - restriction in the way your data is processed
- Objection - correction of any erroneous data relating to you
- Data Portability - transfer of your data to another provider of services

You can also complain to the Information Commissioners Office on 0303 123 1113 or via www.ico.org.uk/concerns.

If you would like to make a request for any of the above, please email DPO@consultantconnect.org.uk.

Withdrawal of consent

If you have provided consent to the Data Controller to process your data, you have the right to withdraw this at any time. In order to do so you should contact us by emailing our Governance Lead at DPO@consultantconnect.org.uk.

Concerns

If you have a concern about the way we are collecting or processing your personal data, you should raise your concern with us in the first instance or directly to Information Commissioners Office at www.ico.org.uk/concerns.

Contact

If you have any questions, comments or requests regarding our data processing practices please email our Governance Lead at DPO@consultantconnect.org.uk.

Changes to the Privacy Notice

This Privacy Notice may be changed by us at any time.