

Foundation Trust Membership Privacy Notice 2021

In this document you can read about your individual rights, what types of personal data we hold, how we collect your information, how long we hold your information for, why we hold your information, the role of the data protection officer and how you can find out more information.

This notice applies to personal data provided to us, both by individuals themselves or by third parties. We process your personal information lawfully, fairly and transparently, and only where we have a lawful basis to do.

The Data Controller is: **The Dudley Group NHS Foundation Trust (The Trust).**

The Data Protection Officer is: **Lucy Bridge** dgft.dpo@nhs.net

The Data Processor is: **Civica UK Limited (Civica) whose registered office is at 33 Clarendon Road, London, N8 0NW**

What do we do?

The Dudley Group NHS Foundation Trust (The Trust) is the main provider of hospital and adult community services to the populations of Dudley, significant parts of the Sandwell borough and smaller, but growing, communities in South Staffordshire and Wyre Forest.

The Trust covers three hospital sites at Russells Hall Hospital, Guest Outpatient Centre in Dudley and Corbett Outpatient Centre in Stourbridge providing a full range of secondary care services and some specialist services for the wider populations of the Black Country and West Midlands region. The Trust also provides specialist adult community based care in patients' homes and in more than 40 centres in the Dudley Metropolitan Borough Council community.

What Personal Information do we process?

We recognise the need to treat all personal and sensitive data, as required by law, safe and confidential, and not disclose such to any other bodies.

We collect and store the following information about our members:

- Personal demographics (including name, date of birth, gender and ethnicity)
- Contact details such as; addresses, telephone numbers and email addresses
- Details of involvement preferences

Using your Membership Information

Being a Foundation Trust means that we have a statutory duty to ensure that our membership is representative of the organisation and the areas it serves. We are also accountable to our members to ensure we are developing services that meet local needs. This means all our

members are free to have their say on the way our services are shaped and delivered.

Your membership information will be used to send you as a member:

- Information about The Dudley Group NHS Foundation Trust, the latest developments in treatment and general hospital news.
- Invitations to participate in service or site-specific workshops / forums.
- Invitations to events such as our annual general meeting, social events, fundraising activities and events focusing on topical health issues.
- Invitation to members to vote or stand as a governor in any future elections.

Do we have a lawful basis for processing your information?

Yes; The Trust has the following lawful basis for processing your information under Article 6 of the General Data Protection Regulation (GDPR);

- 1(e) the use of your information is necessary for The Trust to perform its task in the public interest or for us to provide health care to you.
- In addition to this the Trust also uses special category data in line with Article 9 as follows: 2 (a) Explicit consent of the data subject; this is used in relation to the collection of ethnicity information as you have control over whether or not you provide this information to us.

Using it for other purposes

The information we process will be for membership information only:

- Unless we are under a legal obligation to process it for another reason. Where information is to be used beyond membership purposes we would make you aware of the processing and seek your consent to use your information.
- We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose or where there is another lawful basis for processing.
- We will only use the minimum amount of personal information and only where it is relevant and necessary for us to maintain and administer tasks for Membership purposes or for other lawful reasons.
- We will keep your information accurate and up to date and, if you tell us that the information we hold is incorrect or wish to opt-out of being contacted we will make it right, where appropriate, within 28 days.

How long do we retain your information

We will hold your information for the entirety of your membership with the Trust. If you decide you no longer want to be a member then we will hold your information for six years after the point that you no longer are a member. This is to ensure that you do not receive any additional membership requests from the Trust in the period following you providing us your request to no longer be a member.

Should you decide you no longer wish to be a member of the Trust then please contact the Membership Office on 01384 321124 or write to us at: Foundation Trust Office, Governance,

South Block, Russells Hall Hospital, Dudley DY1 2HQ

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, accounting, or reporting requirements. Should you no longer wish to be a Member we will cease to process your information for Membership purposes and destroy the information after a period of six months.

Protection your information

Your membership information is confidential. Your privacy is protected under the:

- Common law Duty of Confidentiality
- UK General Data Protection Regulations (UK GDPR)
- Data Protection Act 2018
- Human Rights Act 1998

Every one of our employees has a legal duty to maintain the highest level of confidentiality. We have secure processes in place to keep your personal information safe when it is being used, shared, and when it is being stored.

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and or other third parties who have a legitimate need to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal information breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

What do we need from you?

There are ways in which you can help us keep your information secure and up to date and as such we ask you to:

- Let us know when you change address or name.
- Tell us if any information in your record is incorrect.
- Tell us if you change your mind about how we share the information.
- Tell us should you no longer wish to be a Trust member.

Your Rights

Under certain circumstances, you have rights under data protection legislation in relation to the personal information the Trust processes. These rights include:

- Requesting access to your personal information. – You are able to apply for a copy of personal information held about you free of charge. This process is called a subject access request. More information on how to do this can be found in the next section.
- Requesting correction of your personal information – This would apply if factual information held such as name, address or health information was incorrect.

- Requesting erasure of your personal information – The right will apply if the information is no longer needed.
- Objecting to processing of your personal information – You can object to us processing your information if there is no overriding legal reason for us to continue to do so.
- Requesting restriction of processing your personal information – You can request to restrict processing of some of the information held about you such as how you wish to be contacted and for what purposes. Where this is the case we will discuss with you how the restriction this may have an impact on your membership as appropriate.
- Requesting transfer of your personal information – This right would generally not apply for membership related information as this information is specific to the Trust
- Right to withdraw consent – You can opt-out of activities where the basis of us using your information is consent such as marketing or research.

If you wish to exercise your rights in relation to the above please contact the Trust's Data Protection Officer, contact details are provided below.

Subject Access Request

To see a copy of your membership information, for further information or should you no longer wish to be Trust member, please contact:

- In writing: Foundation Trust Office, Governance, South Block, Russells Hall Hospital, Dudley, DY1 2HQ
- By telephone: **01384 321124**
- By email: **dgft.foundationmembers@nhs.net**

If at any point you believe the information we process on you is factually incorrect you can request to see this information and even have it corrected or deleted.

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 and respond to your concerns.

Data Protection Officer

The Trust has a Data Protection Officer, Lucy Bridge, who is a dedicated individual responsible for data protection who can be contacted as follows:-

Data Protection Officer
 Information Governance Department
 Russells Hall Hospital
 South Block
 Dudley DY1 2HQ

dgft.dpo@nhs.net

Complaints

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office (ICO) as follows:-

- In writing: Information Commissioner's Office, Wycliffe House, Cheshire SK9 5AF
- By telephone: 08456 30 60 60
- Online: www.ico.org.uk