

## **One Care (BNSSG) Ltd fair processing notice for patients – how we use your information**

### **Your information, what you need to know**

This fair processing notice explains why we collect information about you, how that information will be used, how we keep it safe and confidential and what your rights are in relation to this.

### **Why we collect information about you**

Health care professionals who provide you with care are required by law to maintain records about your health and any treatment or care you have received within any NHS organisation. These records help to provide you with the best possible healthcare.

### **Details we collect about you**

The health care professionals who provide you with care maintain records about your health and any treatment or care you have received previously (e.g. from Hospitals, GP Surgeries, A&E, etc.). These records help to provide you with the best possible healthcare. Records which One Care will hold about you when you have used one of our services may include the following:

- Details about you, such as your address and next of kin
- Any contact we have had with you, such as appointments, telephone consultations, clinic visits, emergency appointments, etc.
- Notes and reports about your health
- Details about your treatment and care
- Results of investigations, such as laboratory tests, x-rays, etc.
- Relevant information from other health professionals, relatives or those who care for you

### **How we keep your information confidential and safe**

Everyone working for our organisation is subject to the Common Law Duty of Confidence. Information provided in confidence will only be used for the purposes advised with consent given by the patient, unless there are other circumstances covered by the law. The NHS Digital [Code of Practice on Confidential Information](#) applies to all NHS staff and they are required to protect your information, inform you of how your information will be used, and allow you to decide if and how your information can be shared. All our staff are expected to make sure information is kept confidential and receive regular training on how to do this.

The health records we use will be electronic, on paper or a mixture of both, and we use a combination of working practices and technology to ensure that your information is kept confidential and secure. Your records are backed up securely in line with NHS standard procedures. We ensure that the information we hold is kept in secure locations, is protected by appropriate security and access is restricted to authorised personnel. We also make sure external data processors that support us are legally and contractually bound to operate and prove security arrangements are in place where data that could or does identify a person are processed.

We are committed to protecting your privacy and will only use information collected lawfully in accordance with:

- Data Protection Legislation
- General Data Protection Regulation

- Human Rights Act
- Common Law Duty of Confidentiality
- NHS Codes of Confidentiality and Information Security
- Health and Social Care Act 2015
- And all applicable legislation

We maintain our duty of confidentiality to you at all times. We will only ever use or pass on information about you if we reasonably believe that others involved in your care have a genuine need for it. We will not disclose your information to any third party without your permission unless there are exceptional circumstances (such as a risk of serious harm to yourself or others) or where the law requires information to be passed on.

### **How we use your information**

We collect and hold data for the purpose of providing healthcare services to our patients and running our organisation which includes monitoring the quality of care that we provide. In carrying out this role we will collect information about you which helps us respond to your queries and provide you with the clinical service. We will keep your information in written form and/or in digital form. The records will include basic details about you, such as your name and address.

Improvements in information technology are making it possible for us to share data with other healthcare organisations for the purpose of providing you, your family and your community with better care. This is explained further in the Local Information Sharing section below.

### **Clinical audit / Service evaluation**

Information will be used for clinical audit to monitor the quality of the service provided to. When required, information will be held centrally and used for statistical purposes. This can include evaluation of the number of appointments, referral source, and treatment outcomes. Evaluation may also include contacting you directly to ask you provide feedback on the care you have received. (When this happens, strict measures are taken to ensure that individual patients cannot be identified from the data.)

### **Safeguarding**

To ensure that adult and children's safeguarding matters are managed appropriately, access to identifiable information will be shared in circumstances where it's legally required for the safety of the individuals concerned.

## Information sharing

### Information sharing and data sharing agreements

Your One Care electronic patient record is held securely and confidentially on an electronic system. This record is always accessible by your Registered GP Practice.

One Care has data sharing agreements with:

- All GP Practices within BNSSG
- BrisDoc – The Out Of Hours provider
- Local hospital trusts ( UHB, NBT, WAHT)
- Community Providers ( Sirona, BCH, NSCP )
- St Peters Hospice
- Connecting Care

Sharing information in this way enables the professionals treating you to provide safer and more effective care with relevant information from your medical record available to them.

In all cases, your information is only accessed and used by authorised health and social care professionals who are involved in providing or supporting your direct care. Your permission will be asked before the information is accessed, other than in exceptional circumstances (e.g. emergencies) if the healthcare professional is unable to ask you and this is deemed to be in your best interests (which will then be logged).

### Information sharing with health partners

At times we may need to share your information with organisations outside of the NHS for example, Social Care Services. We may need to share some information about you with them so we can all work together for your benefit if they have a genuine need for it or we have your permission. Therefore, we may also share your information, subject to strict agreement about how it will be used with:

- Social Care Services
- Education Services
- Local Authorities
- Voluntary and private sector providers working with the NHS

We will not disclose your information to any other parties without your agreement, unless there are exceptional circumstances, such as if the health and safety of you or others is at risk or if the law requires us to pass on information.

We will never share your information outside of health partner organisations without your explicit consent unless there are exceptional circumstances such as when the health or safety of others is at risk, where the law requires it or to carry out a statutory function.

- Our guiding principle is that we are holding your records in strictest confidence.

### Data retention

We manage patient records in line with the [Records Management NHS Code of Practice for Health and Social Care](#) which sets the required standards of practice in the

management of records for those who work within or under contract to NHS organisations in England, based on current legal requirements and professional best practice.

### **Your right to withdraw consent for us to share your personal information (opt out)**

If you are happy for your data to be used for the purposes described in this privacy notice then you do not need to do anything. If you do not want your information to be used for any purpose beyond providing your care you can choose to opt-out. If you wish to do so, please let us know so we can code your record appropriately. We will respect your decision if you do not wish your information to be used for any purpose other than your care but in some circumstances, we may still be legally required to disclose your data.

### **Access to your information**

Under Data Protection Legislation everybody has the right to see, or have a copy of, data we hold that can identify you, with some exceptions. You do not need to give a reason to see your data. If you want to access to the information we hold about you, you must make the request in writing.

When we receive any request to access, edit or delete personal identifiable information, we shall first take reasonable steps to verify your identity before granting you access or otherwise taking any action. This is important to safeguard your information.

If you wish to have access to a copy of the information we hold about you, please contact:

Email: [enquiries@onecare.org.uk](mailto:enquiries@onecare.org.uk)

Post: One Care (BNSSG) Ltd  
Unit 4 Osprey Court  
Hawkfield Business Park  
Whitchurch, BS14 0BB

## Legal notification

One Care (BNSSG) Ltd are registered as a Data Controller with the ICO.

Registration number: ZA269799

Data Protection Officer	Mrs Ruth Taylor
Caldicott Guardian	Dr Jacob Lee
SIRO	Mr Giles Giffin

Contacts for the above can be made by

Email: [enquiries@onecare.org.uk](mailto:enquiries@onecare.org.uk)

Tel: 0117 941 0900

Post: One Care (BNSSG) Ltd  
Unit 4 Osprey Court  
Hawkfield Business Park  
Whitchurch, BS14 0BB

## Lawful basis for processing

Processing of data as described in this notice are supported under the following sections of the GDPR:

- a *Article 6(1)(c) – ‘processing is necessary for compliance with legal obligation to which the controller is subject...’*  
*Article 6(1)(e) ‘...necessary for the performance of a task carried out in the public interest or in the exercise of official authority...’; and*  
*Article 9(2)(h) ‘necessary for the purposes of preventative 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...’*

Healthcare staff will also respect and comply with their obligations under the common law duty of confidence.

## Objections and complaints

Should you have any concerns or complaints about how your information is managed, please contact the Caldicott Guardian Dr Jacob Lee in the first instance.

Email: [enquiries@onecare.org.uk](mailto:enquiries@onecare.org.uk)

Tel: 0117 941 0900

Post: One Care (BNSSG) Ltd  
Unit 4 Osprey Court  
Hawkfield Business Park  
Whitchurch, BS14 0BB

For independent advice about data protection, privacy and data-sharing issues, or if One Care are unable to resolve your complaint you can contact:

The Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow

Cheshire  
SK9 5AF

Tel: **0303 123 1113** Website: [www.ico.gov.uk](http://www.ico.gov.uk)

**Reviews of and changes to our fair processing notice**

We will keep our notice under regular review.  
This notice was last reviewed May 2018