



Privacy Policy for patients: Fair processing of data

May | 2024

Responsible Committee: IM&T

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Next Review Due: May 2026

Privacy Policy for patients: data protection and confidentiality

Your personal information

Privacy Policy – Data Protection Act 1998 & 2018 & GDPR

This document provides you with information about how we use and manage the information we have about you, including how and why we collect it, how we share it with NHS and non-NHS organisations, and how we maintain confidentiality. It also addresses your rights to information about the personal data we hold.

What is personal data?

Personal data is information that relates to a living individual who can be identified from that data.

Data Protection Acts 1998 & 2018 / General Data Protection Regulation (GDPR) Regulation (EU) 2016/679

The Data Protection Act 1998 governs the processing of personal data held on computer systems and in other formats. It restricts how we can use an individual's data, and consists of eight Data Protection Principles that **must** be applied when processing personal data.

Organisations that process personal data must register as a 'data controller', and notify the Information Commissioner (ICO) why they need to process the data.

Subsequent relevant legislation is contained in GDPR & Data Protection Act 2018, in force from 25th May 2018. This legislation brings further rights to individuals, regarding knowledge of and access to personal data.

Full details of all the purposes to which data may be put are listed at the [ICO website](#). SELDOC is registered with the Information Commissioner – the registration number is Z6087043.

Your information – how we use it:

Why we collect information about you

SELDOC keeps records about the healthcare and treatment patients receive. This helps to ensure that patients receive the best possible care from us.

How we collect information about you

When requested, either by the patient directly, or by partner health organisation (e.g. NHS 111), SELDOC collects basic details about you, such as your name, address, date of birth, contact details, etc.)

Recording of calls (incoming and outgoing calls)

All calls made to SELDOC patient Line and through 111 are recorded, as are outbound clinician calls to patients. These calls

How we keep your records confidential

Information you provide to SELDOC in confidence will only be used for the purposes explained to you and to which you consented, unless there are other circumstances covered by the law.

SELDOC complies with the NHS Confidentiality Code of Conduct. All our staff 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.

SELDOC holds information about you in accordance with the Data Protection Act 1998.

How your personal information is used to improve the service

Your information will also help us manage the service and protect the health of the public by being used to:

- review the care we provide to ensure it is of the highest standard and quality, e.g. through audit or service improvement
- ensure our services can meet patient needs in the future
- investigate patient queries, complaints and legal claims
- prepare statistics on national health performance
- train and educate healthcare professionals

Sharing information with NHS organisations

We share your personal information with NHS organisations. For example, we may share your information for healthcare purposes with health authorities, NHS trusts, general practitioners (GPs), ambulance services and primary care agencies

Information sharing with non-NHS organisations

We may need to share information from your health records with other non-NHS organisations from which you are also receiving care, such as Social Services. However, we will not disclose any health information to third parties without your explicit consent unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires it.

We may also be asked by other statutory bodies to share basic information about you, such as your name and address, but not sensitive information from your health records. This would normally be to assist them to carry out their statutory duties. In these circumstances, where it is not practical to obtain your explicit consent, we are informing you through this notice, which is referred to as a Fair Processing Notice, under the Data Protection Act.

These non-NHS organisations may include, but are not restricted to:

- Social Services
- education services

- local authorities
- the police
- voluntary sector providers
- private sector providers

Patient satisfaction

We may use your details to contact you with regards to patient satisfaction surveys relating to SELDOC services you have used. This is to improve the way we deliver healthcare to you and other patients.

Raising a concern

If you have a concern about any aspect of your care or treatment at SELDOC or about the way your records have been managed, please contact SELDOC at:

SELDOC, Hanover House, 76 Coombe Road, Norbiton, Kingston upon Thames, KT2 7AZ

Telephone: 020 8619 1250

E-mail: seldoc.complaints@nhs.net or seldoc.enquiries@nhs.net