

## DATA PROTECTION PRIVACY NOTICE

### INFORMATION ABOUT NOTTINGHAM CITY GP ALLIANCE LIMITED

For the purposes of the Data Protection Act 1998 (the “Act”), the data controller is Nottingham City GP Alliance Limited (“NCGPA”) registered in England and Wales under company number 09960882 with registered office NHS Upper Parliament St, 79a Upper Parliament St, Nottingham, NG1 6LD (“we”, “us” or “our”).

This Notice explains

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

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).

The domain name [www.staffbank.ncgpa.org.uk](http://www.staffbank.ncgpa.org.uk) (“StaffBank”) is operated by us.

## PRIVACY AND COOKIES POLICY

This policy (together with our Terms of Use and any other documents referred to in it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us and solely by us.

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By using StaffBank and any services we offer via StaffBank, you agree to be bound by this Policy in respect of information collected about you via the Site. Our privacy and cookie policy may be reviewed and updated occasionally and therefore we would advise you to read this page regularly to check our most up to date policy.

## INFORMATION WE COLLECT FROM YOU

We retain certain information when you visit StaffBank and recognise the importance of keeping that information secure and letting you know what we will do with it. 3.1 We may collect and process the following data about you:

Information Provided by You (a) by registering to use StaffBank or by corresponding with us by phone, email or otherwise; (b) by using StaffBank; or (c) by searching for content, registering an interest in a potential candidate and when you report a problem with StaffBank. The information you give us may include, but is not limited to, your name, address, e-mail address and phone number, financial information, personal description and photograph.

Information We Collect Any data inputted by you and other data including but not limited to: (a) technical information, including the internet protocol (IP) address used to connect your computer to the internet, name, address and other content details, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform; and (b) information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from StaffBank (including date and time), content you viewed or searched for, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number or email address used to contact us.

Information Received from other Sources including but not limited to information from third parties we work closely with (including, for example, business partners, sub-contractors in technical, payment and delivery services, analytics provider and search information providers). The information provided by you, the information we collect and the information we receive from third parties will be combined and used for the purposes set out below.

## USES MADE OF THE INFORMATION WE COLLECT

We will use the information you provide to us in the following ways:

- to verify your identity;
- to carry out any of our obligations arising from the services provided by us via StaffBank including investigating any delays in payment, disputed timesheets or complaints raised by you whether in respect of StaffBank or other users of the system;
- if you are a candidate, to pass on details of your employee profile to a hiring General Practice; to notify you about changes to StaffBank;
- to ensure that content on StaffBank is presented to you in the most effective manner for you and your computer or device;
- to administer StaffBank and for internal operations, including troubleshooting, research and survey purposes;
- to make general improvements to StaffBank;

- to notify you of any messages you have received through the StaffBank system from potential candidates or member general practices (where appropriate) and to send you any information which you have requested from us.

All of our information will remain confidential and anonymous. No personal information will be traded, sold or provided to third party organisations/companies without your explicit permission except to the extent required for the purposes of StaffBank

## WHERE WE STORE YOUR PERSONAL DATA

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff may be engaged in, among other things, the fulfilment of our services, hosting StaffBank, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our Site and any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

## SHARING OF YOUR INFORMATION

6.1 We may disclose your personal information to third parties such as:

6.1.1 those General Practices who are members of NCGPA and who are registered to use StaffBank's services;

6.1.2 any of our business partners, suppliers and sub-contractors for the performance of any of the services provided under StaffBank;

6.1.3 analytics and search engine providers that assist us in the improvement and optimisation of StaffBank;

6.1.4 any seller to us or buyer from us of any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets; and

6.1.5 anyone we are under a duty to disclose or share your personal data with in order to comply with any legal obligation, our suppliers, our advisors, law enforcement agencies or

others who may need access to your information. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

#### DATA PROTECTION OFFICER:

The Data Protection Officer for NCGPA and for GP+ is Paul Couldrey of PCIG Consulting Limited. Any queries in regard to Data Protection issues should be addressed to him at: -

Email: [Couldrey@me.com](mailto:Couldrey@me.com)

Postal: PCIG Consulting Limited  
7 Westacre Drive  
Quarry Bank  
Dudley  
West Midlands  
DY5 2EE

This Notice describes how we collect, use and process your personal data, and how, in doing so, we comply with our legal obligations to you. Your privacy is important to us, and we are committed to protecting and safeguarding your data privacy rights

#### HOW DO WE LAWFULLY USE YOUR DATA?

We need to know your personal, sensitive and confidential data in order to provide you with Healthcare services as a General Practice, under the General Data Protection Regulation we will be lawfully using your information in accordance with: -

*Article 6, 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;”*

*Article 9, (b) Necessary for controller to fulfil employment rights or obligations in employment,*

#### HOW DO WE MAINTAIN THE CONFIDENTIALITY OF YOUR RECORDS?

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

- Data Protection Act 2018
- The General Data Protection Regulations 2016
- Human Rights Act 1998
- Common Law Duty of Confidentiality
- Health and Social Care Act 2012
- NHS Codes of Confidentiality, Information Security and Records Management
- Information: To Share or Not to Share Review

We will only ever use or pass on information about you if 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 (i.e. life or death situations), where the law requires information to be passed on and / or in accordance with the information sharing principle following Dame Fiona Caldicott's information sharing review (Information to share or not to share) where "The duty to share information can be as important as the duty to protect patient confidentiality." This means that health and social care professionals should have the confidence to share information in the best interests of their patients within the framework set out by the Caldicott principles.

All employees and sub-contractors engaged by our organisation are asked to sign a confidentiality agreement. The organisation will, if required, sign a separate confidentiality agreement if the client deems it necessary. If a sub-contractor acts as a data processor for NCGPA an appropriate contract (art 24-28) will be established for the processing of your information.

In Certain circumstances you may have the right to withdraw your consent to the processing of data. Please contact the Data Protection Officer in writing if you wish to withdraw your consent. In some circumstances we may need to store your data after your consent has been withdrawn to comply with a legislative requirement.

#### WITH YOUR CONSENT WE WOULD ALSO LIKE TO USE YOUR INFORMATION TO

We would however like to use your name, contact details and email address to inform you of services that may benefit you, with your consent only.

At any stage where we would like to use your data for anything other than the specified purposes and where there is no lawful requirement for us to share or process your data, we will ensure that you have the ability to consent and opt out prior to any data processing taking place. This information is not shared with third parties or used for any marketing and you can unsubscribe at any time via phone, email or by informing the organisation DPO as above.

#### WHERE DO WE STORE YOUR INFORMATION ELECTRONICALLY?

All the personal data we process is processed by our staff in the UK however for the purposes of IT hosting and maintenance this information may be located on servers within the European Union.

No 3rd parties have access to your personal data unless the law allows them to do so and appropriate safeguards have been put in place. We have a Data Protection regime in place to oversee the effective and secure processing of your personal and or special category (sensitive, confidential) data.

#### WHO ARE OUR PARTNER ORGANISATIONS?

We may also have to share your information, subject to strict agreements on how it will be used, with the following organisations;

- NHS Trusts / Foundation Trusts
- GPs
- NHS Commissioning Support Units
- Independent Contractors such as dentists, opticians, pharmacists
- Private Sector Providers
- Voluntary Sector Providers
- Ambulance Trusts
- Clinical Commissioning Groups
- Social Care Services
- NHS England (NHSE) and NHS Digital (NHSD)
- Local Authorities
- Education Services
- Fire and Rescue Services
- Police & Judicial Services
- Voluntary Sector Providers
- Private Sector Providers
- Other 'data processors' which you will be informed of

You will be informed who your data will be shared with and in some cases asked for consent for this to happen when this is required.

We may also use external companies to process personal information, such as for archiving purposes. These companies are bound by contractual agreements to ensure information is kept confidential and secure. All employees and sub-contractors engaged by our organisation are asked to sign a confidentiality agreement. If a sub-contractor acts as a data processor for NCGPA an appropriate contract (art 24-28) will be established for the processing of your information.

#### 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 organisation for health and social care and national archives requirements.

More information on records retention can be found online at (<https://digital.nhs.uk/article/1202/Records-Management-Code-of-Practice-for-Health-and-Social-Care-2016>)

#### HOW CAN YOU ACCESS, AMEND MOVE THE PERSONAL DATA THAT YOU HAVE GIVEN TO US?

Even if we already hold your personal data, you still have various rights in relation to it. To get in touch about these, please contact us. We will seek to deal with your request without undue delay, and in any event in accordance with the requirements of any applicable laws. Please note that we may keep a record of your communications to help us resolve any issues which you raise.

**Right to object:** If we are using your data because we deem it necessary for our legitimate interests to do so, and you do not agree, you have the right to object. We will respond to your request within 30 days (although we may be allowed to extend this period in certain cases). Generally, we will only disagree with you if certain limited conditions apply.

**Right to withdraw consent:** Where we have obtained your consent to process your personal data for certain activities (for example for a research project), or consent to market to you, you may withdraw your consent at any time.

**Right to erasure:** In certain situations (for example, where we have processed your data unlawfully), you have the right to request us to "erase" your personal data. We will respond to your request within 30 days (although we may be allowed to extend this period in certain cases) and will only disagree with you if certain limited conditions apply. If we do agree to your request, we will Delete your data but will generally assume that you would prefer us to keep a note of your name on our register of individuals who would prefer not to be contacted. That way, we will minimise the chances of you being contacted in the future where your data are collected in unconnected circumstances. If you would prefer us not to do this, you are free to say so.

**Right of data portability:** If you wish, you have the right to transfer your data from us to another data controller.

## ACCESS TO YOUR PERSONAL INFORMATION

**Data Subject Access Requests (DSAR):** You have a right under the Data Protection legislation to request access to view or to obtain copies of what information the surgery holds about you and to have it amended should it be inaccurate. To request this, you need to do the following:

- Your request should be made to the organisation
- There is no charge to have a copy of the information held about you
- We are required to respond to you within one month
- You will need to give adequate information (for example full name, address, date of birth and details of your request) so that your identity can be verified, and your records located information we hold about you at any time.

## WHAT SHOULD YOU DO IF YOUR PERSONAL INFORMATION CHANGES?

You should tell us so that we can update our records please contact NCGPA as soon as any of your details change, this is especially important for changes of address or contact details (such

as your mobile phone number) we will from time to time ask you to confirm that the information we currently hold is accurate and up-to-date.

## OBJECTIONS / COMPLAINTS

Should you have any concerns about how your information is managed at NCGPA, please contact the us or the Data Protection Officer as above. If you are still unhappy following a review by the NCGPA, you have a right to lodge a complaint with a supervisory authority: You have a right to complain to the UK supervisory Authority as below.

Information Commissioner:

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 01625 545745

<https://ico.org.uk/>

If you are happy for your data to be extracted and used for the purposes described in this privacy notice, then you do not need to do anything. If you have any concerns about how your data is shared, then please contact the organization's Data Protection Officer.

If you would like to know more about your rights in respect of the personal data we hold about you, please contact the Data Protection Officer as below

### **Changes:**

It is important to point out that we may amend this Privacy Notice from time to time. If you are dissatisfied with any aspect of our Privacy Notice, please contact the Data Protection Officer.