



NORTH LONDON PARTNERS
in health and care

North Central London's sustainability
and transformation partnership



NORTH LONDON PARTNERS IN HEALTH AND CARE PARTNERS

RESIDENTS' HEALTH PANEL

PRIVACY NOTICE



1.0 Introduction

The Data Protection Act 2018 became law on the 25 May 2018. It explicitly brought the EU General Data Protection Regulation (GDPR) 2016/EU679 into UK law as the “Applied GDPR”; we refer to these and other acts as “the data protection legislation”.

A requirement of the data protection legislation is that we inform individuals about whom we hold data (data subjects) about our processing. A Privacy Notice is information given to ensure data subjects are aware of how their data is being used or shared.

2.0 What is this Privacy Notice about?

We respect the privacy of our users. This privacy notice is designed to help you understand what information we gather and what we do with the information. It applies just to information collected for members of the Residents’ Health Panel.

This privacy notice is issued for delivery of Residents’ Health Panel and North London Partners in health and care is responsible for administering this engagement method.

This privacy notice contain information as following:

- information we collect and hold about you
- the legal basis for collecting and holding the information
- what we do with it, how we keep it secure (confidential)
- who we might share it with
- how long we will hold it for
- what your rights are in relation to your data

3.0 Who we are?

This Privacy notice is issued by North London Partners in health and care.

North London Partners in health and care (NLP) is a partnership of 28 health and social care organisations in north central London. Our vision is for our community to be happier, healthier and to live longer in good health. We take a preventative approach, build strong community services and improve health and care outcomes for local residents. We are looking to emerging technologies and finding new and better ways of working that can eliminate duplication and waste and we must develop and support a motivated, highly skilled and professional workforce to serve north central London.

Working together in this way will allow us to look across the system at how services are provided and identify opportunities to add value, improve outcomes and eliminate duplication and reduce costs. More details can be found at www.northlondonpartners.co.uk

4.0 The purpose(s) for collecting information

The Residents' Health Panel aims to expand our ways of engaging and give residents more opportunities to have their say on current health care challenges and contribute new ideas. The Residents' Health Panel will be developed for local people as an online platform for voicing their opinions on our strategic work and the work done by our 28 partners (CCGs, local authorities and NHS Trusts, GP Federations). It will:

- help and enable NLP to engage with a diverse range of residents, who represent our community in north central London
- enable NLP to hear from residents that are seldom heard, have health inequalities and have valuable contributions to make
- provide representative and robust views, reliable evidence to support decision making on service change/design, including formal consultations
- build ongoing and lasting relationships with our residents

The Residents' Health Panel will be a flexible and convenient platform for engaging with a large and diverse number of residents and encourage people to get involved in a variety of ways not just face to face meetings.

5.0 The categories of personal information we collect

Personal information (or Personal Data) means any information about individual from which that person can be identified. It does not include information where the identity has been removed (anonymous data). The Personal Data that is collected includes:

Identifying Data: Forename, Surname, Address, Date of Birth, Gender, Postal Address, Postcode, Telephone Number and Email Address.

Special categories of Personal Data: ethnicity, gender, disability / long term condition, and sexual orientation.

Others: Preferred language, if they having caring responsibility, if they are members of voluntary organisation or if they have governing roles within health or education organisations.

6.0 What is the lawful basis for the collection?

The processing (collecting) of Personal Data for these purposes is permitted under Article (6) (1) (a) of the General Data Protection Regulation:

“The individual has given clear consent for you to process their personal data for a specific purpose”.

The processing (collection) of special categories of Personal Data is permitted under Article 9 (2) (a) of the General Data Protection Regulations:

“The data subject has given **explicit consent** to the processing of those personal data for one or more specified purposes.”

7.0 What we use your Personal Data and special categories of Personal Data (known as or sensitive personal) for

We will use the personal data and information you provide us to contact you in line with North London Partners in health and care projects. Usually this will be to let you know about the work we are doing and to let you know about projects and surveys you might want to take part in. There is no obligation to take part in these projects or surveys.

8.0 Organisations we share your personal information with

We will not sell or rent this information to anyone. The data is stored within web servers by the data processor, Civica. Civica servers are located in Watford, data is not processed outside of the UK.

North London Partners in health and care (Data Controller), Civica (Data Processor) staff who need access to the data to perform their jobs, are provided identifiable registration data through an log in admin so that they can assess the and prepare the aggregated data reports.

We may share aggregated, de-identified registration data with the Partners listed in Annex 1.

9.0 How long do we keep your record?

We will retain your information until the end of the Residents' Health Panel as long as you continue to be a member of the hub. If you decide to withdraw from the Residents' Health Panel, your information will be deleted from our records and we will delete your information within six months of the end of our delivery.

Please speak to Iuliana Dinu if you no longer wish to be a member of the North London Partners in health and care Residents' Health Panel by emailing at: nclstppmo@nhs.net

Once your association with the panel has ceased or the panel itself has ceased, we will securely dispose of your data.

10.0 How we keep your personal information safe and secure

We ensure the information we hold is kept in secure locations, restrict access to information to authorised personnel only, protect personal and confidential

Our appropriate technical and security measures include:

- complying with Data Protection Legislation
- implementing and maintaining business continuity, disaster recovery and other relevant policies and procedures
- completion of the Data Security and Protection (DSP) Toolkit introduced in the National Data Guardian review of data security, consent and adhere to robust information governance management and accountability arrangements
- ensuring that all employees and contractors who are involved in the processing of Personal Data are suitably trained in maintaining the privacy and security of the Personal Data and are under contractual or statutory obligations of confidentiality concerning the Personal Data

The NHS Digital Code of Practice on Confidential Information applies to all of our 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 staff with access to Personal Data are trained to ensure information is kept confidential.

11.0 What are your rights?

Under the Data Protection Legislation, you have the right to:

- be informed of our uses of your data (the purpose of this document);
- request copies of your personal information and to use these for data portability;
- request rectification of any inaccuracy in your Personal Data or special categories of Personal Data;
- restrict the processing of your personal information where the accuracy of the data is contested or, where the processing/sharing is no longer needed;
- right to withdraw consent
- not be subject to automated decision making or profiling. There is no automated decision making or profiling in Residents' Health Panel
- complain about our handling of your data to our data protection officer or to the regulator

Details of how to exercise your rights are given in this document.

12.0 How can I access the information you keep about me?

To access your Personal Data you should contact, us by emailing at nclstppmo@nhs.net

If this data contains errors, you can exercise your right to correct this by contacting nclstppmo@nhs.net

13.0 Right to complain

You can get further advice or report a concern directly to us at: nclstppmo@nhs.net

If you are not happy with the way we handled your complaint you can contact Information Commissioner's Office.

Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Telephone: 0303 123 1113 (local rate) or 01625 545745 (national rate)

Email: <https://ico.org.uk/concerns/handling/>

Annex1

List of North London Partners in health and care partners:

- Barnet Clinical Commissioning Group
- Camden Clinical Commissioning Group
- Enfield Clinical Commissioning Group
- Haringey Clinical Commissioning Group
- Islington Clinical Commissioning Group
- London Borough of Barnet
- London Borough of Camden
- London Borough of Enfield
- London Borough of Haringey
- London Borough of Islington
- Barnet, Enfield and Haringey Mental Health NHS Trust
- Camden and Islington NHS Foundation Trust
- Central, North West London NHS Foundation Trust
- Central London Community Health Care NHS Trust
- Moorfields Eye Hospital NHS Foundation Trust
- Great Ormond Street Hospital for Children NHS Foundation Trust
- North Middlesex University Hospital NHS Trust
- Royal Free London NHS Foundation Trust
- Royal National Orthopaedic Hospital NHS Trust
- Tavistock and Portman NHS Foundation Trust
- University College London NHS Foundation Trust
- Whittington Health NHS Trust
- Barnet Federated GPs CIC
- Camden Health Evolution, known as CHE GP Federation
- Haverstock Healthcare
- Federation of Camden GP practices
- Enfield GP Federation
- Federated4Health (The Pan Haringey GP Federation)
- Islington GP Federation