

How we use information about you - Fair Processing Notice

We are committed at all times to protecting your privacy and will only use information ethically and lawfully in accordance with the Data Protection Act 1998, the Human Rights Act 1998 and the common law duty of confidentiality.

The following information explains why we use information, who we share it with, how we protect your confidentiality and your legal rights and choices.

Sharing and Consent

Your personal information will only be shared in accordance with your rights under the Data Protection Act 1998, the Common Law duty of confidentiality and in keeping with professional codes of practice.

Safe and effective care is dependent upon relevant information being shared between all those involved in caring for a patient. When an individual agrees to being treated by the wider care team, it creates a direct care relationship between the individual patient and the health and social care professional and their team.

In this situation, staff will assume the individual's agreement to relevant confidential information being shared by the care team. This is referred to as "implied consent", which means that information is shared without the individual having to give verbal or written agreement each time and only applies within the context of direct care.

In some circumstances other duties or obligations to share information outweigh confidentiality, and personal information is shared without consent, for example to ensure the safety of a child or vulnerable adult or to report a notifiable disease.

Unless there is a legal basis to share your information if it is necessary to use confidential information that identifies you as an individual for a non-direct care purpose, your explicit consent will be sought before any such use or sharing takes place.

You have the right to withhold consent or object to your information being shared, but in some circumstances this may delay or affect the care you receive. Always consult your GP or relevant health professional before deciding to withhold consent to sharing your information, as they will be able to advise you on the possible outcomes of this decision.

How we use your information

When analysing current health services and proposals for developing future services it is sometimes necessary to link separate individual datasets to be able to produce a comprehensive evaluation.

Information about your health and care held in your health records is confidential and not routinely shared. However, there may be times when we need to hold and use certain information about you, for example:

- if we are involved in helping you to resolve a complaint
- if you need to be clinically assessed for continuing health care requirements;
- if there are any vulnerable adult or children safeguarding issues;

The information we hold about you personally for these purposes will, therefore, be with your knowledge and consent.

We may also hold identifiable information, at the level of hospital number, or use de-identified or anonymised information for non-direct health care purposes such as:

- determining the general health needs of the population
- ensuring that our services meet future patient needs
- teaching and training healthcare professionals
- Investigating complaints, legal claims, etc.
- conducting health research and development
- check the quality and efficiency of the health services we provide
- preparing statistics on performance
- auditing accounts and service
- paying your health care provider

Access to the identifiable information is strictly controlled and it is only used when it is absolutely necessary to use identifiable information.

If you do have any concerns about us holding your personal information, then please tell us and we can explain the way this may affect our ability to help and discuss alternative arrangements available to you.

Sharing information with our partners

We have not entered into any agreement or contract to provide analytical services for risk stratification.

Sharing information with other organisations

We will only share anonymised statistical information (information that cannot be tracked back to an individual) with other partner organisations to help them improve local services, carry out research or audits, and improve public health.

We would not ordinarily share information about you unless you have given your permission. There may however be circumstances where we are required by law to report certain information to the appropriate authorities. This may be to prevent fraud, protect children and

vulnerable adults from harm, or where a formal court order has been served requiring us to do so.

In these cases, permission to share must be given by our Caldicott Guardian, who is the senior person in the company responsible for ensuring the protection of confidential patient and service user information. We are obliged to tell you that we have shared your information unless doing so would put you or others at risk of harm.

Confidentiality

Everyone working for us has a legal duty to keep information about you confidential.

All staff are committed to using your records in ways that respect your rights and promote your health and wellbeing, privacy and confidentiality.

There is a senior person responsible for protecting the confidentiality of patient information and enabling appropriate information-sharing.

The Caldicott Guardian for Special Ambulance Transfer Service Ltd is Andrew Minnis, Operations Manager.

Your Health Record

Your health record may be held in different formats, hand written (manual record) or held on computer (electronic). Collectively known as your “health record”, this will include;

- personal information, i.e. your address, date of birth and hospital number
- your health history
- contacts you have had with healthcare services, i.e. clinic visits, doctors’ appointments, hospital admissions
- notes, reports and decisions about your treatment and care
- results of tests, i.e. X-rays, blood tests or scans

And may also include:

- information from other health professionals, relatives or carers
- information from social care services if they have been involved with your care
- information about close relatives where there is a family history of a particular condition
- other information relevant to your health and wellbeing e.g. personal, family or work issues etc.

We will endeavour to ensure that your health record is kept up-to-date, accurate and secure and appropriately accessible to those providing your care and treatment.

How you can access your information

Where information from which you can be identified is held, you have the right to ask to:

- view this or request copies of the records by making a subject access request.
- request information is corrected.

- have the information updated where it is no longer accurate.
- ask us to stop processing information about you where we are not required to do so by law - although we will first need to explain how this may impact and affect the care you receive.

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, but you may be charged a fee (of up to £50.)

If you want to access your data you must make the request in writing. Under special circumstances, some information may be withheld.

If you wish to have a copy of the information we hold about you please complete the Subject Access Request Form.

Further information about your rights and how to request your personal information is available on the [Information Commissioner's website](#).

How long do you hold information

All records held will be kept and destroyed in line with the national records management guidelines.

Sharing Information

Other organisations

There may be circumstances where it is necessary to share information about you with other authorities, for example, when required by law, court order or where there are specific concerns about a vulnerable adult or child or to report a notifiable disease.

Your rights

You have certain legal rights, including a right to have your information processed fairly and lawfully and a right to access any personal information we hold about you. You have the right to privacy and to expect Special Ambulance Transfer Service Ltd to keep your information confidential and secure.

You also have a right to request that your confidential information is not used beyond your own care and treatment and to have your objections considered.

Patient control of information and Opting-Out

You may want to prevent confidential information about you from being shared or used for any purpose other than providing your care and treatment. This is referred to as opting-out and there are two choices available to you:

- You can object to information about you leaving the service in an identifiable form for purposes other than your direct care, which means confidential information about you will not be shared with any organisation for any non-direct care purpose. This is referred to as a 'type 1' objection; In addition

- You can object to information about you leaving the service in an identifiable form, which means confidential information about you will not be sent to anyone outside Special Ambulance Transfer Service Ltd. This is referred to as a 'type 2' objection.

If you do not want information that identifies you to be shared, please speak to a member of the team to ask how to “opt-out”.

The service will add the appropriate mark to your records to prevent your confidential information from being used for non-direct care purposes. Please note that these marks can be overridden in special circumstances required by law, such as a civil emergency or public health emergency.

Contact us

If you have any questions or concerns or wish to complain about how we use your information, please contact us at:

Data Protection Officer
Special Ambulance Transfer Service Ltd
AJP Business Centre
152-154 Coles Green Road
London
NW2 7HD
Tel: 020 3375 6012
Email: dpo@sats.uk.com

Further information

Below are links to more information about your rights and the ways that the service uses personal information:

- [The Information Commissioner \(https://ico.org.uk/\)](https://ico.org.uk/) (the Regulator for the Data Protection Act 1998, who can offer independent advice and guidance on the law and personal data, including your rights and how to access your personal information)

Data Protection Statement

Special Ambulance Transfer Service Ltd is a ‘Data Controller’ under the Data Protection Act 1998. This means we are legally responsible for ensuring that all personal data that we hold and use is done so in a way that meets the data protection principles. We must also tell the Information Commissioner about all of our data processing activity. Our registration number is Z2344588 and our registered entry can be found on the [Information Commissioner’s website https://ico.org.uk/ESDWebPages/Entry/Z2344588](https://ico.org.uk/ESDWebPages/Entry/Z2344588).

All of our staff receive training to ensure they remain aware of their responsibilities. They are obliged in their employment contracts to uphold confidentiality, and may face disciplinary procedures if they do not do so. A limited number of authorised staff have access to personal data where it is appropriate to their role.

We have not entered into contracts with other organisations to provide Information Technology (IT) services for us.

We will not share, sell or distribute any of your personal information to any third party (other person or organisation) without your consent, unless required by law. Data collected will not be sent to countries where the laws do not protect your privacy to the same extent as the law in the UK, unless rigorous checks on the security and confidentiality of that data are carried out in line with the requirements of the Data Protection Act (Principle 8).