This document explains why we are collecting information about you and the ways in which this information may be used by NHS Somerset Integrated Care Board (ICB).

What information we record about you

As part of our Fit for my future public engagement we will hold and use information provided by you in response to surveys that we publish. It is not our intention to identify any individuals from the data that we collect and we will not match the data provided by you with any other data that we hold. We do, however, recognise that a limited number of individuals may be identifiable from the information that they provide. We will therefore manage and protect all of the information that we collect in accordance with the General Data Protection Regulation (GDPR) and Data Protection Act 2018.

The information that we record will therefore be that which you have provided in response to our surveys. This will include some demographic information such as age range and partial postcode and some “special categories” data, such as your ethnicity and information about your health conditions. Our surveys will invite you to provide details of your experiences of using health services in Somerset.

How we use your personal information
The main reasons why your information may be needed are to help us review how residents in Somerset feel about NHS Services and to ensure that we are speaking to a wide-range of people across the county.

The responses you give will be used to shape NHS services for Somerset in the future. Information will be analysed to produce reports about the response to the public engagement but you will not be identified in any published results without your agreement. Published information is used in such a way that you cannot be identified individually.

We use a third party system called Questback to provide a secure online survey functionality as a means of collecting and analysing responses.

Our Lawful basis for use of your personal information

NHS Somerset ICB is a public authority constituted by the Health and Social Care Act 2012. Our role is to plan and commission healthcare services for the patient population of Somerset. Where changes to services are contemplated the ICB has a duty to engage with the local patient population.

It is this public duty to engage which the ICB relies upon as its legal basis for the processing of your personal data in relation to engagement and consultation activity supporting the Fit for my future programme.

The General Data Protection Regulation (GDPR) public task basis is covered by:

Personal Data:

Article 6(1)(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’

Special Categories of Personal Data:

Article 9(2)(h) – ‘processing is necessary for the purposes of…. Management of health or social care systems and services.’

Who we share your information with

We may share some information resulting from analysis of completed questionnaires with other organisations involved in the health and social system so we can all work together for your benefit. This will not identify you individually. We may share output reports from the engagement work we are conducting with the following main partner organisations:

- NHS hospital trusts and other care providers
- NHS England
- NHS Commissioning Support Units
- NHS Digital
- External organisations providing healthcare services to the NHS such as local hospices

Your rights

Your rights are under the General Data Protection Regulation (GDPR) 2016 and Data Protection Act (DPA) 2018.

Data Protection laws give individuals rights in respect of the personal information that we hold about you. These are:

- to be informed why, where and how we use your information
- to ask for access to your information
- to ask for your information to be corrected if it is inaccurate or incomplete
- to ask for your information to be deleted or removed where there is no need for us to continue processing it
- to ask us to restrict the use of your information
- to ask us to copy or transfer your information from one IT system to another in a safe and secure way, without impacting the quality of the information
- to object to how your information is used
- to challenge any decisions made solely without human intervention (automated decision making)

How we protect your information

Everyone working for NHS Somerset Integrated Care Board has a legal duty to keep information about you confidential. Staff are also contractually bound to maintain confidentiality. Breaching confidentiality is a serious disciplinary offence that could lead to dismissal.

All manual and computerised records/information are stored in a secure way to which access is strictly controlled on a need to know basis.

Electronic data is transferred either via internal secure networks or by dedicated encrypted file transfer methods. Processing of your data takes place within the European Economic Area.

Information provided in response to engagement activity relating to Fit for my future will be retained by the ICB in line with the NHS Code of Practice on Records Management.

How to access your records

GDPR and DPA provide you with the right to access the information we hold about you.

If you would like to see or obtain a copy of any information held by the ICB please contact us via the details below.

- you are entitled to receive a copy of the information held
- you will need to provide sufficient information so that your identity can be verified and your records located
- we are required to respond to you within one month of receiving your request

The ICB contact for further information is:

Data Protection Officer
NHS Somerset ICB
Wynford House
Lufton Way
Lufton
Yeovil
Somerset
BA22 8HR
somicb.dataprotection@nhs.net
Telephone: 01935 384000

Complaints

If you are unhappy with the way the ICB has used your personal data, please contact our Data Protection Officer via the contact details above. If we are unable to satisfactorily resolve a complaint you have the right to lodge a complaint with the Information Commissioners Officer (ICO).

The ICO may be contacted at:

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

Tel: 0303 123 1113
www.ico.org.uk