**NHS Somerset Privacy Notice**

**How will my feedback (data) be recorded and shared?**

**Company name (Controller):** NHS Somerset

**Contact details:** NHS Somerset Engagement Team - [Somicb.engagement@nhs.net](mailto:Somicb.engagement@nhs.net)

**Retention period for personal data:** 2 years.

**Criteria used to determine the retention period:** In accordance with the Records Management Code of Practice for Health and Social Care.

**General Data Protection Regulation (GDPR):** As part of our engagement to improve NHS health services in Somerset, NHS Somerset will hold and use information provided by you in response to surveys, questionnaires and engagement questions, in accordance with our Information Governance framework. All data gathered will be kept secure and in accordance with Data Protection Legislation.

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 UK General Data Protection Regulation (GDPR) and Data Protection Act 2018.

NHS Somerset will share your responses to this survey, which will be reviewed and anonymised if any identifiable information is included, with other NHS Integrated Care Boards (ICBs) in the South West region, for the purpose of identifying common themes and trends across the South West, to better inform joint working.

Anonymised data may be published as part of the final engagement report and used to inform future policy development. You can view all Somerset’s Big Conversation 2024 information and engagement reports here: [Somerset's Big Conversation 2025 - NHS Somerset ICB](https://nhssomerset.nhs.uk/big-conversation-2025/)

**Purpose of processing your data:** The questions you will be asked, form part of our engagement for improving health and social care services in Somerset. The data will be used for that purpose only. All data will be held securely and the information you provide will be treated as confidential.

**What personal data will be collected and used:** The types of information collected may include personal and special categories of data (where you choose to provide this). Your views on the service will be collected, together with diversity data and your postcode (where you choose to disclose this). Please do not provide more information than requested.

**What special categories of personal data will be collected and used:** If requested, we will collect diversity data including gender, sexual orientation, religion/belief, ethnic origin, disability - plus any personal data provided through any open text responses.

**Legal basis for processing**: In responding to the engagement questions, you are agreeing to provide your opinions and any personal data to NHS Somerset. As a public authority, we rely on our public task (in relation to our duty to engage with the patient population) as our legal basis for processing any personal data provided as part of your responses to this survey.

**Transfer of data to a non-EU/EEC country or international organisation, and safeguards:** Data is processed within the European Economic Area (EEA).

**Information on data subject rights:** 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).

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

**Name & contact details of Data Protection Officer:**

Data Protection Officer

NHS Somerset

[somicb.dataprotection@nhs.net](mailto:somicb.dataprotection@nhs.net)