

Privacy notice for COVID-19 response activity – supplementary note, September 2020

1. Purpose

The purpose for which we are processing your personal data is to operate the organisation's response to the coronavirus (COVID-19) public health pandemic. This will involve the dissemination and gathering of information. For Greenbrook – please refer to Data Sharing [COVID-19 Advice Note](#) (issued April 2020).

While it is not possible to give an exhaustive list of processing purposes in the currently developing circumstances, examples include communicating public health advice, dealing with enquiries, collecting and disclosing contact details of professional advice and information as well as details of suppliers or prospective suppliers.

During this period of emergency, opt-outs will not generally apply to the data used to support the COVID-19 outbreak, due to the public interest in sharing information. This includes [National Data Opt-outs](#). Where data is used and shared under these laws your right to have personal data erased will also not apply. It may also take us longer to respond to Subject Access Requests, Freedom of Information requests and new opt-out requests whilst we focus our efforts on responding to the outbreak.

In order to look after your health and care needs, we may share your confidential patient information including health and care records with clinical and non-clinical staff in other health and care providers, for example neighbouring GP practices, hospitals, NHS 111 and Test and Trace. We may also use the details we have to send public health messages to you, either by letter, phone, text or email. We may also choose to gather contact details of anyone accompanying you to your appointment for NHS Test and Trace.

During this period, we may offer you a consultation via telephone or video-conferencing. By accepting the invitation and entering the consultation you are consenting to this. Your personal/confidential patient information will be safeguarded in the same way it would with any other consultation.

We will also be required to share personal/confidential patient information with health and care organisations and other bodies engaged in disease surveillance for the purposes of:

- protecting public health
- providing healthcare services to the public
- monitoring and managing the outbreak.

Further information about how health and care data is being used and shared by other [NHS and social care organisations](#) in a variety of ways to support the COVID-19 response.

2. The Data

We will process the following personal data if applicable:

- your name
- your home address

- your email address
- your phone number including landline and/or mobile phone numbers (if applicable)
- other data you volunteer

We may also process other information where necessary and proportionate.

We will also process special category data regarding your health.

3. Legal basis of processing

The legal bases for processing your personal data are:

- it is necessary for the performance of a task carried out in the public or business interest
- for the medical diagnosis and the provision of health and social services
- it is necessary to protect the data subject's vital interests, or the vital interests of another person

Our legal basis for processing any special category data is necessary for reasons of substantial interest for the exercise of a function of a department.

4. Recipients

Where necessary and proportionate, your personal data may be shared with other bodies and subsidiaries (this may be anonymised), including other government departments, government agencies and executive agencies.

5. Retention

Personal information held only for the purposes of this privacy notice will not be held more than one year unless it needs to be retained in the public interest or for the historical record. Standard health records are held in line with legislative requirements.

6. Sources of information

Information may be obtained from other data controllers where necessary and proportionate.

7. Your rights

You have the right:

- to request information about how your personal data are processed, and to request a copy of that personal data
- to request that any inaccuracies in your personal data are rectified without delay
- to request that any incomplete personal data are completed, including by means of a supplementary statement
- in certain circumstances it may be possible to request that your personal data are erased if there is no longer a justification for them to be processed
- in certain circumstances (for example, where accuracy is contested), to request that the processing of your personal data is restricted

- in certain circumstances it may be possible to object to the processing of your personal data
- NHS England and Improvement and NHSX have developed a single, secure store to gather data from across the health and care system to inform the COVID-19 response. This includes data already collected by NHS England, NHS Improvement, Public Health England and NHS Digital. New data will include 999 call data, data about hospital occupancy and A&E capacity data as well as data provided by patients themselves. All the data held in the platform is subject to strict controls that meet the requirements of data protection legislation.
- In such circumstances where you tell us you are experiencing COVID-19 symptoms we may need to collect specific health data about you. Where we need to do so, we will not collect more information than we require, and we will ensure that any information collected is treated with the appropriate safeguards.
- We may amend this privacy notice at any time so please review it frequently. The date at the top of this page will be amended each time this notice is updated.

8. International transfers

As your personal data is stored on our IT infrastructure, and shared with our data processors, it may be transferred and stored securely outside the European Union. Where that is the case, it will be subject to equivalent legal protection using Model Contract Clauses under GDPR and Data Protection law.

9. Complaints

If you consider that your personal data has been misused or mishandled, you may make a complaint to the Information Commissioner, who is an independent regulator. The Information Commissioner can be contacted at:

Information Commissioner's Office Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, or 0303 123 1113, or casework@ico.org.uk.

Any complaint to the Information Commissioner is without prejudice to your right to seek redress through the courts.

10. Contact details

The data controller for your personal data is Totally plc and its subsidiaries. The contact details for the Data Protection Officer [DPO] are: Falu Bharmal, Totally plc, 10 Nottingham Road, Cardinal Square West, Derby DE1 3QT email: dpo@totallyplc.com

For Greenbrook, the DPO contact details are: Affinity Resolutions Ltd, Rowan House North, 1 The Professional Quarter, Shrewsbury Business Park, Shrewsbury email: hello@affinityresolutions.co.uk

The Data Protection Officer provides independent advice and monitoring of Totally plc use of personal information.

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