



Health and Social
Care Board

Protecting and Using Your Information

**Information for the General
Public, Patients and Service
Users of the Health and Social
Care Board**

Privacy Notice

Introduction

The Health and Social Care Board (HSCB) is a statutory organisation. We arrange or 'commission' health and social care services for the population of Northern Ireland. We are accountable to the Department of Health; our focus is developing a range of services that deliver high quality and safe outcomes for patient and service users, are good value for the taxpayer, and comply with statutory duties. To fulfil our responsibilities there will be occasions when we need to process personal information. Personal information that we process about you is governed by the Data Protection Act 2018 and the General Data Protection Regulation (GDPR.)

What Information is collected?

Where possible the HSCB will fulfil its functions using anonymised or de-identified information; for example when carrying out performance management work or when supporting service improvement. There will however be occasions when personal information and 'Special Categories' of personal information is required to be processed; for example when considering individual funding requests or when arranging patient travel or when fulfilling our statutory responsibilities in regard to Social Care and Children. Where this information is required it may include such details as your name, address, date of birth, contact details, financial information and relevant health and social care details.

We may need to collect information about you from other people; for example other Health and Social Care (HSC) organisations; other statutory bodies; third party organisations (such as independent health sector); staff; service users; members of the public

What do we do with your information?

The role of the Health and Social Care Board (HSCB) is broadly contained in three functions:

- Arranging or ‘commissioning’ a full range of health and social services for the **1.8 million people** who live in Northern Ireland.
- Performance management of Health and Social Care Trusts that provide services to the population, and supporting service improvements to ensure optimal quality and value for money, in line with relevant government target.
- Deploying and managing annual funding from the Northern Ireland Executive – currently around **£4.5 billion** – to ensure this is targeted according to need, and reflects the aspirations of local communities and their representatives

We collect this information to plan healthcare services. Other reasons personal information may be used include:

- Arranging treatment outside of Northern Ireland
- Helping to review the provision of Health and Social Care to ensure it is of the highest standard.
- Training and educating staff;
- Looking after the health and social welfare of the general public.
- Investigating complaints or legal claims.
- Preparing statistics on activity and performance

Sharing Personal Information

HSCB may on occasion be obliged to provide personal information it holds to another statutory organisation (such as a Police Force, Health Regulator or Investigatory Body both nationally and internationally) or via a Court Order.

The HSCB will only share personal identifiable information where there is a relevant lawful basis to do so. When required this may involve transferring personal identifiable information outside of the UK. Any transfers will be in full compliance with all aspects of the GDPR and the Data Protection Act 2018.

We will keep you informed of information sharing via the provision of Privacy Notices which will be similar in content to this document and will provide you with the necessary information to ensure the processing is fair and lawful.

Where we require your consent to share your personal information we will contact you to seek that consent and, where relevant, you have a right to withdraw your consent at any time.

Information may also be shared in a way that does not identify individuals for example, for non-direct care purposes such as service improvement, for research or to help identify trends.

Security of your information

At the HSCB we take your privacy seriously. Staff will only access your information on a strict 'need to know' basis. All staff have a legal duty to keep your information safe and confidential, as does anyone who receives information about you from the HSCB. In line with legislation the HSCB has a range of measures and strict standards to protect paper and electronically held information.

We will not transfer your data to other countries outside the European Union (EU) unless you have consented to it and the information has been secured in a way that safeguards it during and after transfer to the country receiving it.

How long will we keep your personal data?

We will retain personal information in line with specific guidance issued by the Department of Health in Northern Ireland. The length of time we keep your information for will depend on the types of records created. If you want to find out more about how long your records are retained, you can ask staff or view the "Good Management, Good Records" section under "Disposal Schedule" on Department of Health's website at this [link](#).

Your Rights

The Data Protection Act 2018 and GDPR provide individuals with a number of rights relating to their personal data:

- The right to obtain confirmation that their personal information is being processed and access to personal information;
- The right to have personal information rectified if it is inaccurate or incomplete;
- The right to have personal information erased and to prevent processing, in specific circumstances;
- The right to 'block' or suppress processing of personal information, in specific circumstances;
- The right to portability, in specific circumstances;
- The right to object to the processing, in specific circumstances;
- Rights in relation to automated decision making and profiling;

Further information on your rights can be found on the Information Commissioners website at this [link](#).

Access to Information

GDPR gives individuals the right to access information that HSCB holds about them by submitting a Subject Access Request (SAR). SARs should where possible be made in writing either in hard copy or electronically. You will need to provide:

- adequate information (for example full name, address, date of birth) so that identity can be verified and information located
- an indication of what information is being requested, to enable HSCB to locate this in an efficient manner

HSCB will comply with requests for access to personal information as quickly as possible, and within a calendar month of receipt unless there is a reason for delay that is justifiable under the Data Protection Act 2018 or the GDPR. If an extension is required, HSCB will advise the

data subject within the calendar month, accompanied with any reason(s) for delay. We want to make sure that personal information is accurate and up to date. If you think any information is inaccurate or incorrect then please let us know.

How can I find out more information or who can I complain to?

If you want to know more about how we use your information or if you are unhappy with any aspect about how we use your information or comply with your request you can contact:

Data Protection Officer
Health and Social Care Board
Towerhill
Armagh
BT61 9DR
Telephone: 028 9536 2912
Email: DPO.HSCB@hscni.net

Should you wish to make a complaint you can contact the Data Protection Officer, as per details above or alternatively you may wish to contact:

The Information Commissioner's Office
3rd Floor 14 Cromac Place,
Belfast
BT7 2JB
Telephone: 028 9027 8757

Changes to this Privacy Notice

We will keep this Privacy Notice under regular review and will make it available on the HSCB website.