

Mid and South Essex Community Collaborative Privacy Policy

If you are a user of the general public the Provide Community website does not store or capture personal information, but merely logs the user's IP address that is automatically recognised by the web server. We do not use cookies for collecting user information and we will not collect any information about you except that required for system administration of our web server.

This privacy statement only covers the Provide website at [<https://providecommunity.org.uk/>]. This statement does not cover links within this site to other websites.

Website terms and conditions

Welcome to the Mid and South Essex Community Collaboratives' landing page on the Provide Community website. If you continue to browse and use this website you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern Provide Community's relationship with you in relation to this website.

The term 'us' or 'we' refers to the owner of the website. The term 'you' refers to the user or viewer of our website.

The use of this website is subject to the following terms of use:

The content of the pages of this website are for your general information and use only. It is subject to change without notice.

Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.

Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any services or information available through this website meet your specific requirements.

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From time to time this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).

You may not create a link to this website from another website or document without Provide Community's prior consent. Your use of this website and any dispute arising out of such use of the website is subject to the laws of England, Scotland, and Wales.

Who are we and what do we do

The Mid and South Essex Community Collaborative was formed in September 2020 to review how community health services can best meet the needs of our local communities.

We are currently a partnership of three organisations who deliver community services:

- Essex Partnership University NHS Foundation Trust (EPUT) - *provides community health, mental health and learning disability services to support more than 3.2 million people living across Bedfordshire, Essex and Suffolk.*
- North East London NHS Foundation Trust (NELFT) - *NELFT provides an extensive range of integrated community and mental health services for people living in the London boroughs of Barking & Dagenham, Havering, Redbridge and Waltham Forest along with Essex and Kent*
- Provide Community Interest Company (Provide CIC) - *Provide specialise in delivering a comprehensive range of community health services. Our skilled teams of nurses and therapists work in conjunction with NHS colleagues to provide high-quality care and support.*

If you have any questions in regard to your information and how it is used, please contact the below department and we will do our best to help:

EPUT - Data Protection Officer (DPO) epunft.dpo@nhs.net

Information Commissioners Officer registration number: **ZA242481**

NELFT – Data Protection Officer (DPO) Robert.paley@nelft.nhs.uk

Information Commissioners Officer registration number: **Z9096541**

Provide CIC – Data Protection Officer (DPO) provide.infogov@nhs.net

Information Commissioners Office registration number: **Z2604172**

If your issues cannot be resolved by the DPO in regard to your query, and you are still not happy with our response, please see the ICO details (Information Commissioners Office)

Information Commissioners Office (ICO)

Call our helpline on 0303 123 1113 (local rate – calls to this number cost the same as calls to 01 or 02 numbers).

[ICO website](#)

Fair Processing Notice

The Mid and South Community Collaborative (the Collaborative) processes information about you in order to provide health care services, and in doing so has to comply with the requirements of the General Data Protection Regulation (GDPR).

This means that data held about you must only be used for specific purposes as defined by law. This Fair Processing Notice has been created to inform you about the types of information held about you, why that information is held about you, and to whom that information may be shared.

Why we collect information about you

Your clinical care team and other health and care professionals caring for you keep records about your health and any treatment and care you receive from the NHS. They may be written down (manual records) or held on a computer.

The MSE Community Collaborative is the coming together of health care providers to:

- reduce variation for patients across community services, meaning that everyone in mid and south Essex should be able to receive the same outcomes from health and care services regardless of where they live or which organisation delivers their care
- enable increased collaboration, partnership working and innovation so that we can work together to share our best clinical practices with each other and deliver high quality services which are fit for the future
- ensure community services are fit for the future enabling more services to be delivered closer to home

To achieve this your health records need to be shared between the three providers within the collaborative, to help ensure that you receive the best possible care across the MSE community collaborative in a secure and confidential manner.

These records may include:

Basic personal information about you, such as;

- Your full name
- Your address
- Your date of birth
- Your demographics e.g. ethnicity, age and gender
- Your relationship status/living arrangements
- Your contact details (phone numbers/email address) and your preferred contact method
- Any adaptations you need made for your care e.g. accessibility or required translators
- NHS number
- Medical diagnosis and medication you have been prescribed

- Next of kin and carer details
- Contacts we have had with you, such as day telephone contacts, care clinics and/or home visits

“Special categories” of information about you, such as;

- Notes and reports about your health and any care you may need
- Notes and reports about any treatment you have received
- Preferences you have expressed about your care and future health care decisions
- Relevant information from other health and social care professionals e.g. your GP, local authorities and voluntary organisations who care for you
- Comments or observations made by family or those close to you that are noted on your clinical record

Other types of information used/processed by the MSE community collaborative includes:

- Anonymised data, which is data about you but you can't personally be identified this could be reviewed individually or as a collective with others e.g. how many people accessing our services have a certain medical diagnosis
- De-identified (pseudonymised) data, which is data about you, but you cannot be personally identified only your care pathway to help improve the services we provide

At all our sites across the MSE community collaborative (where you may attend an appointment), we record CCTV images of people entering, approaching or passing our buildings (there will be clear signs to advise you that CCTV is in operation). This footage could be shared across the collaborative and with other providers (e.g. the police) if required.

We record CCTV to;

- Help staff and visitors feel safer
- Act as a deterrent to offenders
- Allow the collection of evidence to help find and convict offenders
- Prevent, detect, investigate and prosecute fraud

How your records are used to help the Community Collaborative

Your information will also be used to help us manage the Community Collaborative and protect the health of the public by being used to:

- Review the care we provide to ensure it is of the highest standard and quality
- Ensure our services meet patients' needs in the future
- Investigate queries, complaints and legal claims
- Prepare statistics on the MSE Community Collaboratives performance
- Audit accounts and services

- Undertaking health research and development (you may choose whether to be involved)
- Helping to train and educate professionals
- Test that internal clinical systems are working safely and effectively

Where data is being used for statistical purposes stringent measures are taken to ensure that individual patients cannot be identified. Anonymous statistical information may also be passed to organisations with a legitimate interest, including Universities and Research Institutions. Where it is not possible to use anonymised information, personally identifiable information may be used for essential NHS purposes. They may include research and auditing services.

You have a choice about whether your confidential patient information is used for research and planning. If you are happy with this use, you do not need to do anything. If you choose to opt-out, your confidential information will still be used to support your individual care.

To find out more or to register your choice to opt-out, please visit the Your NHS Data Matters website or call the national helpline on 0300 303 5678. You can change your mind about your choice at any time.

How we keep your records confidential and secure

Everyone working for the NHS has a legal duty to keep information about you confidential and secure.

We keep your information safe and secure and comply with industry standards, such as, Cyber Security Essential and the Data Security and Protection Toolkit (DSPT).

You may be receiving care from other organisations as well as the NHS e.g. Social Services and the Voluntary Sector. We may need to share some information about you so we can all work together for your benefit. We will only ever use or pass on information about you if others involved in your care have a genuine need for it. When we pass on any information, we will ensure it is kept confidential and secure.

We are required by law to report certain information to the appropriate authorities. This is only provided after formal permission has been given by a qualified health professional, as defined under Data Protection. Occasions when we must pass on information include:

- Notification of births and deaths
- Where we encounter infectious diseases, which may endanger the safety of others such as meningitis or measles
- Child Protection cases
- Where a formal court order has been issued

- Benefits Agency cases
- National Treatment Agency for Substance Misuse to monitor the availability, capacity, and effectiveness of treatment for drug misuse in England

Retention Periods

We follow the Trust and the Department of Health (DOH) policies and guidance in regard to the retention periods of data and information that we hold.

DOH (NHSx) Records Management Code of Practice 2021 – NHSX

Who do we share your information with?

Everyone working within the NHS has a legal duty to keep information about you confidential and secure. Similarly, anyone who receives information from us has a legal duty to keep it confidential and secure.

The MSE Community Collaborative will share information with the following main partner organisations:

- Other NHS Trusts, hospitals that are involved in your care
- Clinical Commissioning Groups and other NHS bodies
- General Practitioners (GPs)
- Ambulance Trusts

You may be receiving care from other service providers as well as the NHS, for example Social Care Services. We may need to share some information about you with them so we can all work together for your benefit if they have a genuine need for it as part of your care or we have your permission.

Therefore, we may also share your information with:

- Social Care Services
- Education Services
- Local Authorities
- Voluntary and private sector providers working with the NHS
- Police in emergency situations

All servers used by the MSE Community Collaborative are based in the UK, however, if we do transfer your personal information outside the UK, we will make sure that it is protected to the same extent as it would be within the UK.

What are your data protection rights?

You have a right to have your privacy respected and your data protected. The new law gives you easier access to the personal information we hold about you if you wish to check or

change it. It is designed to give you confidence that this information is accurate, up to date and well managed.

Your rights are listed below;

- The right to request access to information we hold about you
 - EPUT - <https://eput.nhs.uk/contact-us/your-health-records-information/>
 - NELFT – <https://www.nelft.nhs.uk/about-us-freedom-of-information>
 - Provide - <https://providecommunity.org.uk/your-rights/>
- The right to be informed about how we collect and process the information we hold about you
- The right to have your information rectified if the information we hold about you is not correct
- The right to request erasure of the information we hold about you that falls outside our legal basis
- The right to restrict processing which gives you an alternative to the erasure of the information we hold about you. This means we can hold the information, but we cannot use it or share it with external organisations.
- The right to object to the use of your information for reasons other than to provide you with care.