

Surrey and Borders Partnership NHS Foundation Trust

Recovery College - Privacy Notice:

Why do we collect information about you?

It's so we can provide you with the best possible service and to do this we need to keep and update your electronic records and information on the service we provide for you.

How do we keep your information?

Your information may be on paper but usually they will be held online.

Who can see and update my information?

Only the people who are working in the Recovery College and delivering courses will see or update your records. We are all trained to make sure your information is updated accurately and all take our legal duty seriously so your privacy is protected.

Sometimes, to make sure you get the best service from us, we do work with teams from health and care organisations. They may be voluntary charities, or other health providers. We will ask you if it's ok to share some of your details with them. **Remember**, we will only share what is needed to ensure you obtain the best experience of the Recovery College courses.

Under the law, there may be times when we must share information but are not required to seek your consent. Such as:

- If there is a concern you are putting yourself, or another person (or child) at risk of serious harm
- Where we have been instructed to do so by the court or part of the investigation of a serious crime
- For public health reasons or other legal reason, we have to notify the relevant authorities e.g. certain infectious diseases.

How do I know my privacy will be kept?

As Surrey and Borders Partnership NHS Foundation Trust we have a public duty under law to care for the people who use services and their personal health data.

- ✓ We work strictly within the guidelines set out by data protection legislation and the NHS, such as the NHS Caldicott Principles
- ✓ If any of our health care partners are not in the UK, we will tell you
- ✓ We will not share or sell your information for marketing purposes or shared them with third parties.

Why do you need to keep my records?

We keep your information so we (and you) can see what courses you have attended and what courses you have booked on to as well as any additional needs you may require to gain the most out of your learning at the Recovery College. Your records also help us to:

- ✓ Check and monitor the quality of the service we are providing you
- ✓ If we do make an error, your information will show where we went wrong so we can learn from it
- ✓ It also helps us to plan for the future and ensure we are providing courses that are relevant to the local population and enable us to ensure we have enough facilitators and venues to meet the demand.

What is the legal basis for processing personal data?

We ask students to sign Part 2 of the enrolment form to indicate consent to share information. Where we use your personal information for other reasons beyond those stated, we will discuss it with you with details available on our website at: www.sabp.nhs.uk/our-services/advice-guidance/sharing-your-info.

So, what is in my records?

We only record key items which will include details about you, such as:

• Your NHS number	• Your name and address	• When you were born
• Notes on care, treatment and support you are getting or had, if you were or are using our services. And who you have told us we can contact in the event of an emergency.		

How long will you keep my records?

We only keep your details for as long as necessary, which is set out under NHS guidelines: ‘Records Management Code of Practice for Health and Social Care 2016’. A copy may be downloaded from our website: www.sabp.nhs.uk.

What are my rights about the data you hold on me?

You have a right to see all the records we hold about you (paper and digital), **unless**:

- ✓ It has been provided by someone else and we don’t have their permission to share it
- ✓ It relates to criminal offences, or the detection/prevention of crime
- ✓ It could cause harm (physical or mental harm) to you or someone else.

Under current data protection legislation, you have data rights regarding your data and the following table shows what are applicable to you:

My data rights under health and social care processing:	Applicable?
The right to be informed. This is the right, to ask “who gets to see my personal data”.	✓
The right of access. This is the right to know whether we have personal data concerning you processed and if so, the right to access it.	✓
The right to rectification. If the information we hold on you is inaccurate, then you have the right to have it corrected.	✓
The right to erasure. This is sometimes called the right to be forgotten.	✓
The right to restriction of processing. Simply you have a right to limit the processing of your personal data however there are rules and exceptions.	✓
The right to data portability. This means if we need to be able to provide you your data in a reusable format, subject to limitations.	✓
The right to object. That does indeed mean what it says: if you don’t want it used, you can say so.	✗ But you have the right to withdraw consent at any time

<p>Rights in relation to automated decision making and profiling. The right not to have any decisions about you made only by computerised decisions.</p>	
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Further details about your data rights are available from the Information Commission’s Office (www.ICO.org) or from our website (search for the ‘data rights’).

If you would like further information on how we use the information we keep about you, please ask a facilitator at the Recovery College or call into the main office on 01274 454150.

Need more information?

- ✓ A facilitator at the Recovery College may be able to help or contact the main office
- ✓ Our website (www.sabp.nhs.uk) contains more information on data protection and your personal information
- ✓ Our Patient Advice and Liaison Service (known as ‘PALS’) has advice and support to help resolve any concerns you may have about our services. You can contact them at:
 - Email: rxx.palsandcomplaintssabp@nhs.net
 - Call: 01372 216202 or 216203 or 216204
 - Online: www.sabp.nhs.uk/aboutus/easy-read/palsER
- ✓ For details on accessing your records, please email: rxx.sabprecordsmanagement@nhs.net
 Or call: 01732 216265
- ✓ Our Data Protection Officer Louis Lau can be contacted at: dpo@sabp.nhs.uk
- ✓ If you are still not satisfied with the outcome, you can write to:
 - The Information Commissioner, Wycliffe House, Water Lane Wilmslow, Cheshire SK9 5AF
 - Telephone: 0303 123 1113
 - Website: www.ico.gov.uk