

## Privacy Notice: Surrey and Borders Partnership NHS Foundation Trust Members

You have probably heard that there is a change in the law about how personal information is held. This notice is aimed at Public members of Surrey and Borders Partnership NHS Foundation Trust and provides details about what information we hold, why we hold it and how we use it. Our membership is important to us and we really appreciate our members' continuing support.

### What information do you hold about me?

The information we collect and hold on our Public members is as follows: Name, address, email, contact number and date of birth. You can also choose to tell us about your ethnicity, religion, and sexual orientation. We ask for this information as our membership should represent the community we serve and this information helps us determine if we are achieving this. Our members help us shape the future direction of mental health, drug and alcohol, and learning disability services in Surrey and North East Hampshire. Our data sets are held on the basis of the 'legal obligation' and 'public task' conditions of the EU's General Data Protection Regulations (GDPR) and the UK's Data Protection legislation. Processing data is necessary for the management of health care systems and services and reasons of substantial public interest. For example we request information on ethnicity, religion and sexual orientation to ensure compliance with the Equalities Act 2010.

### Why do we collect information about you?

We use the information to:

- Send you our newsletter, 'Partnership People'
- Invite you to our Members' Events and Meetings
- Send you information about upcoming governor elections.

New members are asked to select which constituency they would like to join – either our public constituency or our service user and carer constituency. To join the latter constituency you or someone you care for must have used Trust services in the past 5 years.

Your postcode allocates our Public geographical members to the appropriate local constituency.

### How do we keep your records?

Your records may be on paper, but usually they will be held electronically.

### Who can see and update my records?

Your personal information will only ever be shared with an approved supplier. We will not sell your information, nor will it be used for marketing purposes.

### How do I know my privacy will be kept?

We want you to feel your information is secure and that we are committed to maintaining your privacy. The membership database and online registration form are protected against the loss, theft, misuse, or alteration of information through physical security and also different layers of security implemented throughout the database platform, for example hardware and application firewalls; intrusion detection systems; and SSL encryption.

- ✓ 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 partners are not in the UK, we will tell you.
- ✓ We will not share or sell your health records for marketing purposes or shared them with third parties.

We ask our members to let us know of any changes to their information as and when they arise.

Members can resign at any time, and if they do, we will remove and permanently delete their membership record. This is entirely separate from any patient or employment record we might hold.

### How long will you keep my records?

Your membership information will only be held for as long as you are a member of the Trust. You may request that your information is removed, which would mean you would no longer be a member.

### Need more information?

- ✓ Our website ([www.sabp.nhs.uk](http://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](mailto:rxx.palsandcomplaintssabp@nhs.net)  
Call: 01372 216202 or 216203 or 216204  
Online: [www.sabp.nhs.uk/contact/make-a-complaint](http://www.sabp.nhs.uk/contact/make-a-complaint)
- ✓ For details on accessing your records, please refer to our **Access to Health Records Guidance and Application** form which may be accessed by:  
Email: [rxx.sabprecordsmanagement@nhs.net](mailto:rxx.sabprecordsmanagement@nhs.net)  
Call: 01372 216265  
Online: [www.sabp.nhs.uk](http://www.sabp.nhs.uk) (search Access to Health Records Guidance and Application)
- ✓ Our Data Protection Officer Louis Lau can be contacted at: [dpo@sabp.nhs.uk](mailto:dpo@sabp.nhs.uk)
- ✓ If you are still not satisfied with the outcome, you can write to:  
The Information Commissioner's Office, Wycliffe House, Water Lane Wilmslow, Cheshire SK9 5AF.  
Telephone: 0303 123 1113:  
Web: [www.ico.gov.uk](http://www.ico.gov.uk)