



## Fair Processing Notice - Coastal West Sussex Clinical Commissioning Group

This Fair processing (or privacy) notice is to inform you of the type of information (including personal information) that Coastal West Sussex CCG holds, how that information is used, who we may share that information with, and how we keep it secure and confidential.

NB: This notice was last updated in November 2019, and will be reviewed at least annually.

### Contents

Who we are	2
What we do	2
Our Commitment to Data Privacy and Confidentiality	2
Data definitions	3
Our use of data	4
Sharing your information	8
Your rights	11
Opt-Outs	13
Keeping and Destroying information	14
Decommissioning of services	14
CCG oversight	14
Complaints	15
Links	16
Contact us	16

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## Who we are

NHS Coastal West Sussex CCG is the local NHS organisation that brings together local GPs and experienced health professionals to take on planning, buying and monitoring responsibilities (also known as commissioning) for local health services. The CCG is responsible for planning, buying and monitoring:

- the care and treatment you may need in hospital and community health services, including district nurses, physiotherapy and other therapies
- the medicines you may be prescribed
- mental health services and
- support and services for people living with learning disabilities.

We also have a role which includes managing patient feedback, including complaints, from our patients about services offered. This helps us to understand what is working well and what is causing problems for our patients. [Further information about our work](#) is available online.

We are one of the Sussex Clinical Commissioning Groups (SCCGs) collaboration. This is a joint way of working across the seven CCGs within Sussex that allows us to work closer together to commission services more efficiently and effectively for our local populations. The CCGs included in this are:

- Brighton and Hove
- Coastal West Sussex
- Crawley
- Eastbourne, Hailsham and Seaford
- Hastings and Rother
- High Weald Lewes Havens
- Horsham and Mid-Sussex

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## What we do

The CCG is responsible for making sure that the people of Coastal West Sussex have access to the healthcare services they need. We do this by commissioning (buying) health services from healthcare providers. Together with our partners we make sure that NHS and social care resources are used efficiently and effectively to deliver the best possible health outcomes for our population. We also have a statutory duty to reduce health inequalities across the city.

The CCG has some responsibilities for commissioning (planning, managing and buying) local GP practice services. Involving CCGs more in the commissioning of general practice provides an opportunity for offering better, more joined-up care for patients and local populations.

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## Our Commitment to Data Privacy and Confidentiality

We are committed to protecting your privacy and will only process personal confidential data in accordance with the [Data Protection Act 2018](#), the [General Data Protection Regulations](#) (GDPR), the Common Law Duty of Confidentiality and the [Human Rights Act 1998](#).

Coastal West CCG is a Data Controller under the terms of the GDPR. This means we are legally responsible for ensuring that all personal information that we process i.e. hold, obtain, record, use or share about you is done in compliance with the 6 Data Protection Principles.

All data controllers must notify the Information Commissioner's Office (ICO) of all personal information processing activities. Our ICO Data Protection Register number is Z3605145 and our entry can be found in the [Data Protection Register](#) on the [Information Commissioner's Office \(ICO\) website](#).

Everyone working for the NHS has a legal duty to keep information about you confidential and comply with the [Common Law Duty of Confidentiality](#). The information we do hold about you, whether in paper or electronic form, is therefore protected from unauthorised access. Under the [NHS Confidentiality Code of Conduct](#), all our staff are also required to protect your information, inform you of how your information will be used, and allow you to decide if and how your information can be shared. The [NHS Care Record Guarantee](#) and [NHS Constitution](#) provide a commitment that all NHS organisations and those providing care on behalf of the NHS will use records about you in ways that respect your rights and promote your health and wellbeing.

If you are receiving services from the NHS, we share information that does not identify you (anonymised) with other NHS and social care partner agencies for the purpose of improving local services, research, audit and public health.

We would not share information that identifies you unless you have given us permission (consent). However there are certain circumstances where we will process/share personal information without your consent, this is where we have another fair and lawful basis such as:

- To protect children and vulnerable adults;
- When a formal court order has been served upon us; and/or
- When we are lawfully required to report certain information to the appropriate authorities e.g. to prevent fraud or a serious crime;
- Emergency Planning reasons such as for protecting the health and safety of others;
- When permission is given by the Secretary of State or the Health Research Authority on the advice of the Confidentiality Advisory Group to process confidential information without the explicit consent of individuals. See [Section 251](#).

All information that we hold about you will be held securely and confidentially. We use administrative and technical controls to do this. We use strict controls to ensure that only authorised staff are able to see information that identifies you. Only a limited number of authorised staff have access to information that identifies you where it is appropriate to their role and is strictly on a need-to-know basis.

All of our staff, contractors and committee members receive appropriate and on-going training to ensure they are aware of their personal responsibilities and have contractual obligations to uphold confidentiality, enforceable through disciplinary procedures.

We will only use the minimum amount of information necessary about you.

We will only retain information in accordance with the schedules set out in the [Records Management Code of Practice for Health and Social Care 2016](#)

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## Data definitions

### Primary and Secondary Care data

As many people's first point of contact with the NHS, around 90 per cent of patient interaction is with primary care services. In addition to GP practices, primary care covers dental practices, community pharmacies and high street optometrists. Primary Care Data relates to information which has been sourced from these types of services.

Secondary Care means treatment and care of a specialised medical service by clinicians, for example, specialist doctors and nurses, within a health facility or hospital on referral by a primary care clinician (e.g. your GP). Secondary Care data relates to information which has been sourced from these types of services.

The Secondary Uses Service (SUS) is the single, comprehensive repository for healthcare data in England which enables a range of reporting and analyses to support the NHS in the delivery of healthcare services. When a patient or service user is treated or cared for, information is collected which supports their treatment. SUS data is useful to commissioners and providers of NHS-funded care for 'secondary' purposes - purposes other than direct or 'primary' clinical care. For further information about SUS, please visit [NHS Digital's website](#). There is more detail on this in the [Sharing your information](#) section.

## Data types

Information/data can be categorised in the following way:

- **Personal:** Containing details that identify individuals. The following are data items that are considered identifiable: name, address, NHS Number, full postcode, date of birth.
- **Special Categories:** personal data revealing: racial or ethnic origin, political opinions, religious or philosophical beliefs, trade-union membership, sex life or sexual orientation, and health, biometric or genetic data
- **Pseudonymised:** individual-level information where individuals can be distinguished by using a coded reference, which does not reveal their 'real world' identity
- **Anonymised:** about individuals but with all identifying details removed
- **Aggregated:** statistical information about multiple individuals that has been combined to show general trends or values without identifying individuals within the data.

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## Our use of data

We use data for a variety of different purposes:

- To check the quality and efficiency of the health services we commission;
- To prepare performance reports on the services we commission;
- To work out what illnesses people will have in the future, so we can plan and prioritise services and ensure these meet the needs of patients in the future; and
- To review the care being provided to make sure it is of the highest standard.

## Section 251

Section 251 of the NHS 2006 Act provides a mechanism which can enable the use of confidential information for certain purposes that would otherwise be unlawful, through an application made to the Confidentiality Advisory Group (CAG).

The CAG assesses applications against the Health Service (Control of Patient Information) Regulations 2002 and provides independent expert advice to the Health Research Authority and the Secretary of State for Health on whether an application to process patient information without consent should be approved. The use of data for which an application is made must be for a medical purpose as defined in section 251 (12) of the NHS Act 2006. This includes medical research and the management of health and social care services. Further information can be found [here](#).

## Specific purposes

Some specific areas in which we process data are detailed below, along with the legal basis we rely on for the processing.

### NHS continuing healthcare (CHC) applications

Type of data	Personal and Special Categories
Source of data	Data Subject, Primary Care, Secondary Care and Community Care
Legal Basis for use	GDPR Art. 6(1)(e) and Art. 9(2)(h)

If you make an application for NHS Continuing Healthcare (CHC) funding, Coastal West Sussex CCG will use the information you provide and where needed request further information from care providers to identify eligibility for funding. If agreed, arrangements will be put in place to provide and pay for the agreed funding packages with appointed care providers.

This process is nationally defined; we follow a standard process and use standard information collection tools when assessing eligibility for CHC applications.

### Individual Funding Requests (IFR)

Type of data	Personal and Special Categories
Source of data	Primary Care and Secondary Care
Legal Basis for use	GDPR Art. 6(1)(e) and Art. 9(2)(h)

If your clinician submits an Individual Funding Request (IFR) for you for a treatment not routinely commissioned, Coastal West Sussex CCG will use the information you provide and where needed request further information from care providers to identify eligibility for funding. If agreed, arrangements will be put in place to provide and pay for the agreed funding packages with appointed care providers.

### Complaints

Type of data	Personal and Special Categories
Source of data	Data Subject, Primary Care, Secondary Care and Community Care
Legal Basis for use	Explicit consent (GDPR Art. 6(1)(e) and Art. 9(2)(a))

When we receive a complaint from a person we hold information about the complaint in our electronic files. This normally includes the identity of the complainant and any other individuals involved in the complaint. It may include data about individuals' health care.

We will only use the personal information we collect to process the complaint and to check on the level of service we provide.

We usually have to disclose the complainant's identity to whoever the complaint is about. This is inevitable where, for example, the accuracy of a person's record is in dispute. If a complainant doesn't want information identifying him or her to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis.

Before we proceed with handling a complaint we will obtain the explicit consent of the patient involved, and it will be documented. We ensure they are aware of how and with whom their data may be shared by us, including if they have a representative they wish us to deal with on their behalf.

NHS Coastal West Sussex CCG works together with the other CCGs in Sussex to handle complaints, this means that data is shared between members of the complaints teams in each of these organisations. It is clear on the consent form sent to complainants that this is the case and any reasonable objections to this will be respected as far as possible.

## Safeguarding

Type of data	Personal and Special Categories
Source of data	Primary Care, Secondary Care and Community Care
Legal Basis for use	Statutory - Care Act 2012 (GDPR Art. 6(1)(e) and Art. 9(2)(b))

Advice and guidance is provided to care providers to ensure that adult and children's safeguarding matters are managed appropriately. Access to identifiable information will be shared in some limited circumstances where it's legally required for the safety of the individuals concerned.

Find more information about the CCG approach on our [Safeguarding page](#).

## Patient and Public Involvement

Type	Personal
Source	Data Subject
Legal Basis for use	Explicit consent (GDPR Art. 6(1)(a) and Art. 9(2)(a))

If you have asked us to keep you regularly informed and up to date about the work of the CCG or if you are actively involved in our engagement and consultation activities or patient participation groups, we will collect and process personal data which you share with us.

We obtain your consent for this purpose. Where you submit your details to us for involvement purposes, we will only use your information for this purpose. You can opt out at any time by contacting us using our contact details at the end of this document.

## Post-infection reviews

Type of data	Personal and Special Categories
Source of data	Primary Care, Secondary Care and Community Care
Legal Basis for use	Statutory - The Health and Social Care Act 2008: Code of Practice for the NHS for the Prevention and Control of Healthcare Associated Infections (revised January 2015) (GDPR Art. 6(1)(e) and Art. 9(2)(i))

Clinical Commissioning Groups collaborate closely with the organisations involved in providing patient care, to jointly identify and agree the possible causes of, or factors that contributed to, a patient's infection.

CCGs will lead the Post Infection Review in the circumstances set out in the [Post Infection Review Guidance](#), issued by NHS England. They will be able to use the results of the Post Infection Review to inform the mandatory healthcare associated infections reporting system.

## Incident management

Type of data	Personal and Special Categories
Source of data	Primary Care, Secondary Care and Community Care
Legal Basis for use	Statutory – Serious Incident Framework 2015 (GDPR Art. Art. 6(1)(e) and 9(2)(h))

Coastal West Sussex CCG is accountable for effective governance and learning following all Serious Incidents (SIs) and work closely with all provider organisations as well as commissioning staff members to ensure all SIs are reported and managed appropriately. The Francis Report (February 2013) emphasised that commissioners should have a primary responsibility for ensuring quality, as well as providers.

### Supporting medicines management and optimisation

Type of data	Personal and Special Categories
Source of data	Primary Care and Secondary Care
Legal Basis for use	GDPR Art. 6(1)(e) and Art. 9(2)(h)

Coastal West Sussex CCG pharmacists work with GP practices to provide advice on medicines and prescribing queries, process repeat prescription requests and review prescribing of medicines to ensure that it is safe and cost-effective. This may require the use of identifiable information.

In cases where personal and special categories data is required, this is done with practice agreement. No data is removed from the practice's clinical system and no changes are made to patient's records without permission from the GP. Patient records may be viewed remotely via secure laptops from the CCG's premises and in care homes or patient homes.

Where specialist support is required (e.g. to order a drug that comes in solid form in gas or liquid form) Coastal West Sussex CCG's medicines optimisation pharmacists will order this on behalf of a GP to support your care.

Data is also used by our pharmacists in order to review and authorise (if appropriate) requests for high cost drugs which are not routinely funded. In cases where identifiable data is required, this is done with the consent of the patients via the electronic high cost drug authorisation form.

### Supporting GP practice IT

Type of data	Personal and Special Categories
Source of data	Primary Care
Legal Basis for use	GDPR Art. 6(1)(e) and Art. 9(2)(h)

The CCG's Digital Team work with GP practices to provide advice on the best and most effective use of their GP Clinical record system. The Digital Team support for practices helps ensure they are using their system appropriately and safely in line with established good practice. Practices use their clinical systems for the purpose of managing and delivering patient care and for reporting on clinical activity as required by national and local schemes for payment and performance monitoring.

The Digital Team will sometimes provide this support in person, onsite at the GP practice. More often, to save time and cost, this support is provided remotely from a secure location in the CCG offices, via remote access software which allows the Digital Team to access the desktop of the GP practices (in accordance with the relevant practices' code of confidentiality). During these support sessions a Digital Team member may view identifiable information (including personal and special categories data) and in all cases this is done with practice agreement and supervision. No data is removed or copied from the practice's clinical system and no changes are made to patient's records without permission from the GP.

## Invoice Validation

Type of data	Personal/ Special Categories / Pseudonymised / Anonymised
Source of data	Secondary Care / Commissioned Services
Legal Basis for use	Section 251 NHS Act 2006, NHS Constitution (Health and Social Care Act 2012), GDPR Art. 6(1)(e) and Art. 9(2)(h)
Other Data Processors	NHS Shared Business Services NHS England

There may be times where one healthcare organisation will need to invoice another for treatment given to a patient. This can occur, for example, when you need hospital treatment while away from home on holiday. The hospital at which you were seen may need to invoice us for the treatment you received.

Before paying the invoice, we will need to be sure that we, and not another CCG, are responsible for your treatment costs as well as checking to ensure that the amount you are being billed for is correct. This process is known as invoice validation. For invoice validation to occur, a limited amount of information about you needs to be processed.

We use the services of [NHS South, Central and West Commissioning Support Unit](#) (SCWCSU) to process this data on our behalf. SCWCSU does not use any information from NHS Digital for this process, the information is provided directly from the organisation where you received the treatment.

Once the invoice has been paid, the limited information held about you for this purpose is deleted, as it is no longer required. If the information is needed again, to respond to a question, it will be requested from the healthcare provider, the question answered and the information deleted again.

There is currently [Section 251](#) support in place for the above processing.

## What is Direct Care Provision?

The Caldicott Review in 2013 defined direct patient care as a clinical, social or public health activity concerned with the prevention, investigation and treatment of illness and the alleviation of suffering of individuals. It includes supporting individuals' ability to function and improve their participation in life and society.

It includes the assurance of safe and high quality care and treatment through local audit, the management of untoward or adverse incidents, person satisfaction including measurement of outcomes undertaken by one or more registered and regulated health or social care professionals and their team with whom the individual has a legitimate relationship for their care.

The General Data Protection Regulation allows processing of special categories data when it is 'necessary for the purposes of ... medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services...' (GDPR Section 9(2)(h))

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## Sharing your information

We commission a number of organisations (both within and outside the NHS) to provide healthcare services to you. Further details can be found on the [Local Services](#) page of our website. We may

share anonymised statistical information with them for the purpose of improving local services: for example, understanding how health conditions spread across our local area compared to other areas.

The law provides some NHS bodies, particularly NHS Digital (formerly the Health and Social Care Centre – HSCIC), with ways of collecting and using patient data that cannot identify a person to help commissioners design and procure the combination of services that best suit the population they serve.

Data may be linked and de-identified by these special bodies so that it can be used to improve health care and development, and monitor NHS performance. Where data is used for these statistical purposes, stringent measures are taken to ensure individual patients cannot be identified.

When analysing current health services and proposals for developing future services, it is sometimes necessary to link separate individual datasets to be able to produce a comprehensive evaluation. This may involve linking primary care GP data with secondary care secondary uses service (SUS) data (inpatient, outpatient and A&E).

In some cases there may also be a need to link local datasets, which could include a range of acute-based services such as radiology, physiotherapy and audiology, as well as mental health and community-based services such as IAPT, district nursing and podiatry. When carrying out this analysis, the linking of these datasets is always done using a pseudonym.

NHS Digital receives data from various organisations providing care to patients. Under strict data sharing agreements, these datasets are then forwarded on to its regional satellite office (known as the DSCRO) for them to link and pseudonymise, before the data is shared with the CCG.

The following are the types of organisations the CCG receives pseudonymised data from via NHS Digital:

Type	Local examples	Types of data received via NHS Digital (pseudonymised only)
Acute Trusts – which manage Hospitals	Western Sussex Hospitals NHS Foundation Trust	A&E attendances, waiting times, diagnosis, treatments, and follow ups, length of stay, discharge information and next steps
Community trusts or community organisations	Sussex Community NHS Foundation Trust (SCFT)	outpatient information, waiting times, diagnosis and treatments, referrals and next steps, domiciliary and district nursing (which includes home visits) and community rehabilitation units.
Mental Health Trusts or Mental Health organisations	Sussex Partnership NHS Foundation Trust (SPFT)	rehabilitation and outpatient attendances, waiting times, diagnosis, treatment, length of stay, discharge, referrals and next steps.
Primary Care organisations	GPs, Dentists, Opticians, Pharmacies	attendances, diagnosis, treatment, GP or GP practice visits, referrals, medication/prescriptions information, follow-ups and next steps.

It is also important to note that if you receive treatment in another part of the country, for example if you are on holiday, NHS Digital will receive information about your treatment. They will receive this information in a de-identified dataset as it's important to link and analyse your patient pathway.

We may also contract with other organisations to process data. We ensure external data processors that support us are legally and contractually bound to operate this process. They must be able to prove security arrangements are in place where data that could or does identify a person is processed.

Currently, the external data processors we work with include:

<b>Organisation</b>	<b>What they do for us</b>
NHS South Central and West Commissioning Support Unit (SCWCSU)	Invoice Validation, Contract Management, Human Resources data, Freedom of Information and information governance support
NHS North East London Commissioning Support Unit (NELCSU)	IT services
CHS Healthcare	Assessment of retrospective continuing healthcare claims, provision of Caretrack electronic system to record continuing healthcare applications and actions
TIAA	Provide internal audit services for the CCG
Joint Commissioning Unit (with West Sussex County Council and Horsham and Mid-Sussex CCG)	Children and families, and mental health commissioning
East Sussex Hospitals NHS Trust	Provide staff payroll services
PHS Limited and NHS Property Services	Archiving of CCG Records (archived by function/type – individuals not identified)
NHS Property Services (subcontracted to SITA)	to securely dispose of confidential waste in a secure environment
Blueteq Limited	To help manage medicines
West Sussex County Council	management of safeguarding enquiries and as part of statutory local safeguarding children's and adult's boards
Surface Impression	Provide the content management system of the internal website (will soon be moving to Wordpress as below).
Wordpress	Provide the content Management system of the public website
SurveyMonkey	Surveys and asking for your feedback

## Your rights

In order to exercise your rights under data protection law, we will need to check your identity for security reasons. Once we have received your request under any of the rights detailed below we will respond within one month.

You can make a request by emailing [SXCCG.IRR@nhs.net](mailto: SXCCG.IRR@nhs.net) or by writing to us at: NHS Coastal West Sussex CCG, 1 The Causeway, Goring-by-Sea, West Sussex, BN12 6BT



### Your right to be informed

You have the right to be provided with certain information whenever we use your personal data, this is known as the right to be informed. The information we have to provide includes:

- Who we are (known as the 'data controller')
- The contact details of our Data Protection Officer
- What personal data we hold, e.g. your name, address, DOB (unless we have collected it from you directly)
- What we are doing with your personal data (the purpose)
- What legal reason we have to use your data in this way
- If our legal reason is your consent (most of the time it won't be) that you have the right to withdraw your consent at any time
- Which other organisations we will share your personal data with
- How long we will keep your personal data for (or how we work out the length of time)
- Where we got your data from (unless we collected it from you directly)
- Whether we will need to send your data outside of Europe and how we will make sure it is safe and legal if we do
- That you have the right to complain about how we are using your personal data to the Information Commissioner's Office (ICO)
- Whether we will use any computer processes with your data which make decisions about you (known as 'automated decision making') and if so, how those computer decisions work (known as 'the logic') and what consequences there will be for you.
- If we are collecting the data from you directly, whether you have to provide it as part of a contract or law.

When we provide you with the information listed above, we have to do this in a certain way:

- The information has to be simple, clear and easy-to-understand
- Where possible, we should provide you with it at the time we collect the data
- We have to be honest and open
- The information must be easy for you to access, e.g. not just in one place where you might not look
- If a child might need the information, it must be written in a way a child can understand

We have tried to provide you with all the information listed above within this Fair Processing Notice. This is made available on our CCG website. If you would like to be sent this document by post or email or have any other queries about it you can contact us using the details above.

## Your right to access your personal data

You can request a copy of the personal information we hold about you, as well as why we hold that personal information, who has access to that personal information and where we got that personal information from at any time. This is known as the right to access. To make this type of request you can email: [SXCCG.IRR@nhs.net](mailto: SXCCG.IRR@nhs.net).

Please note however, that NHS Coastal West Sussex CCG does not directly provide health care services and therefore does not hold personal healthcare records. If you wish to have sight of, or obtain copies of your own personal health records, you will need to apply to your GP practice, the hospital or NHS organisation which provided your healthcare.

## Your right to obtain your personal information in a portable format

You have the right to get copies of your personal information from us in a format that can be easily re-used. You can also ask us to pass on your personal information to other organisations. This is known as the right to data portability. To request this, please contact us using the details above.

## Your right to correct your personal data

You have the right to question any information we hold about you that you believe is wrong, out of date or incomplete. If you do, we will take reasonable steps to check its accuracy and correct it. This is known as the right to rectification.

If you need to ask us to correct your personal data or update your contact details, you can do so by contacting us using the details above.

## Your rights to object to our use of your personal data or ask us to delete it

You have the right to object to our use of your personal information, or to ask us to delete, remove or stop using your personal information if there is no need for us to keep it. These are known as the right to object and the right to erasure (commonly known as the 'right to be forgotten').

If you feel that we should no longer be using your personal information, or that we are illegally using your data, you can request that we erase the personal information we hold on you. When we receive your request, we will confirm whether the personal information has been deleted or tell you the reason why it cannot be deleted. There may be legal reasons why we need to keep your personal information.

If you want to object to how we use your personal information or ask us to erase it, please contact us using the details above.

## Your right to restrict our use of your personal information

You also have the right to restrict our use of your personal information so that it can only be used for certain things, such as legal claims or to exercise legal rights. In this situation, we would not use or share your information in other ways while it is restricted. This is known as the right to restriction.

You can ask us to restrict the use of your personal information if:

- it is not accurate;
- it has been used unlawfully but you don't want us to delete it;
- it is not relevant any more, but you want us to keep it for use in legal claims; or
- you have already asked us to stop using your personal information but you are waiting for us to assess your request and confirm whether we are permitted to continue using the personal information under data protection law.

If you want to restrict our use of your personal information, please contact us using the details above.

## Your rights relating to automated decision making and profiling

Automated decisions are when a computer makes a decision about you based on data which is collected and processed only by electronic means (e.g. on computers) AND that decision has a significant effect on you. This means there is no human involved before the decision is made. Profiling is any form of computer-based data usage which is done to analyse or predict things about you.

By law, automated decisions cannot be undertaken on children. Automated decisions can only be conducted on sensitive data (this includes health data) when we have asked your permission (consent) or we have conclusively demonstrated that the process is necessary in the wider public interest.

The rights you have about automated decision making are:

- Not to be subject to an automated decision, and therefore to have a human involved in any decisions about you.
- To have any automated decisions explained to you
- To give your own opinion about the decision being made
- To challenge the decision, if you are not in agreement with it

We have to take special precautions whenever we undertake profiling activity. This includes providing information about what profiling we are doing in our fair processing notice, ensuring we are using adequate statistical procedures, ensuring we have appropriate information security processes and ensuring we have robust procedures in place to prevent errors.

We do not currently conduct any automated decision making or profiling. If we begin to at any point in the future details will be provided in this fair processing notice.

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## Opt-Outs

The law allows some NHS bodies, particularly NHS Digital (Health and Social Care Information Centre) to collect and use patient data, which does not identify a person, to help Commissioners to design and procure the combination of services that best suit the population they serve. If you do not want your information to be used for purposes beyond providing your care you can choose to opt-out. The NHS Constitution states 'you have the right to request that your confidential information is not used beyond your own care and treatment and to have your objections considered'. There are several forms of opt-out available at different levels:

### Type 1 opt-out

If you do not want personal confidential information that identifies you to be shared outside your GP practice, for purposes beyond your direct care, you can register a type 1 opt-out with your GP practice. This prevents your personal information from being used other than in particular circumstances required by law, such as a public health emergency like an outbreak of a pandemic disease. Patients are only able to register to opt-out at their GP practice. Records for patients who have registered a type 1 opt-out will be identified using a particular code that will be applied to your medical records that will stop your records from being shared outside of your GP Practice.

NOTE: Type 1 opt-outs are likely not to continue beyond April 2020. Further detail will be available about this nationally.

### National opt-out

The national data opt-out was introduced on 25 May 2018, in line with the recommendations of the National Data Guardian in her [Review of Data Security, Consent and Opt-Outs](#). NHS Digital has developed a new system to support the national data opt-out. The system gives you the opportunity to make an informed choice about whether you wish your confidential patient information to be used

just for your individual care and treatment or are also happy for it to be used for research and planning purposes.

If you decide you do not want your confidential patient information used for planning and research purposes you can now set your national data opt-out choice online by accessing the [NHS Your Data Matters](#) page. (There are non-digital alternatives provided for you if you can't or don't want to use an online system, telephone: 0300 303 5678, paper form: Available at [this link](#).) You can change your mind about your choice at any time.

NOTE: Existing 'Type 2 opt-outs' (the option for a patient to register with their GP, to prevent their confidential patient information leaving NHS Digital) have been converted to the new national data opt-out. Patients with type 2 opt-outs have been informed of this change individually.

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## Keeping and Destroying information

### Retention schedules

There are different retention schedules for different types of information and types of record. In the NHS, all commissioners and providers, including the CCG, apply retention schedules in accordance with the [Records Management Code of Practice for Health and Social Care](#).

### Destruction

Destruction of data will only happen following a review of the information at the end of its retention period.

Where data has been identified for disposal we have the following responsibilities:

- To ensure that information held in manual form (regardless of whether original or printed from the IT systems) is destroyed using a cross cut shredder or subcontracted to a reputable confidential waste company that complies with European Standard EN15713.
- To ensure that electronic storage media used to hold or process information are destroyed or overwritten to current [CESG standards](#).
- To retain copies of all relevant overwriting verification reports and/or certificates of secure destruction of NHS information at the conclusion of the contract (where we have contracted with external organisations to do this for us).
- To ensure that any arrangement made to sub-contract secure disposal services from another provider, complies with clause GC12 of the NHS Standard Contract and with assurance that the sub-contractor's organisational and technical security measures comply with the 7th Data Protection Act 1998 principle.

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## Decommissioning of services

The CCG will retain legal responsibility for the information held about you until it is formally dissolved or until agreements are put in place to transfer responsibility.

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## CCG oversight

We have assigned a Caldicott Guardian, Senior Information Risk Owner (SIRO) and Data Protection Officer (DPO) who have oversight of the handling of information within our CCG as well as support organisations that we may buy services from. We also have an Information Governance team, who manage the day to day IG work and support the work of the statutory roles above.

## Senior Information Risk Owner

A Senior Information Risk Owner (known as a SIRO) is an Executive Director or member of the Senior Management Board of an organisation with overall responsibility for the organisation's information risk policy.

The SIRO is accountable and responsible for information risk across the organisation. They ensure that everyone is aware of their personal responsibility to exercise good judgement, and to safeguard and share information appropriately.

The SIRO for Coastal West Sussex CCG is **Tim Caroe**. They can be contacted by email at [SXCCG.IG@nhs.net](mailto: SXCCG.IG@nhs.net) (mark for the attn. of the SIRO)

## Data Protection Officer

The Data Protection Officer (known as a DPO), is a data protection and information and cyber security expert reporting directly to the highest level of management within the CCG. The DPO acts independently and is responsible for informing and advising the CCG and our staff of their obligations under the existing and forthcoming Data Protection related law. The DPO is also responsible for awareness-raising, staff training, the provision of advice and monitoring the CCG's compliance with all European and UK data protection law and the CCG's data protection related policies.

The DPO for Coastal West Sussex CCG is **Cat Scott**, the Information Governance Lead Manager. She can be contacted by email at [SXCCG.IG@nhs.net](mailto: SXCCG.IG@nhs.net). (Mark for the attn. of the DPO)

## Caldicott Guardian

A Caldicott Guardian is responsible for making sure that your information is handled properly in line with your rights and the law. They ensure information is shared appropriately, effectively acting as the conscience of the organisation.

The Caldicott Guardian for Coastal West Sussex CCG is **Allison Cannon**, the Chief Nurse and Director of Quality. She can be contacted by email at [SXCCG.IG@nhs.net](mailto: SXCCG.IG@nhs.net) (mark for the attn. of the Caldicott Guardian).

## Strategic Information Governance Group (SIGG)

All of these roles are supported by the Strategic Information Governance Groups East and West (SIGG-E and SIGG-W) which cover all the Sussex CCGs. These groups meet bi-monthly to discuss and make decisions about issues related to information governance. The groups are formed of senior representatives from each team within the CCGs and are chaired by the SIRO.

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## Complaints

If you have a complaint or concern about how your information has been used by Coastal West Sussex CCG then please contact the complaints team:

Phone: 01903 708400 / Email: [SXCCG.complaints@nhs.net](mailto: SXCCG.complaints@nhs.net) / Address: Comments and Complaints Team, NHS Coastal West Sussex CCG, 1 The Causeway, Goring-by-Sea, West Sussex, BN12 6BT

You also have the right to complain to the Information Commissioners Office (ICO) if you have concerns about this. They can also provide independent advice about data protection and data-sharing issues. You can contact the Information Commissioner's Office using the following details:

Phone: 0303 123 1113 / Email: [casework@ico.org.uk](mailto: casework@ico.org.uk) / Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF

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## Links

If you would like to find out more information on the wider health and care system approach to using personal information or other useful information, please click on the following links:

[NHS Constitution](#)

[NHS Care Record Guarantee](#)

[NHS Digital Guide to Confidentiality](#)

[Information Commissioner's Office](#)

[Health Research Authority](#)

[Health Research Authority Confidentiality Advisory Group \(CAG\)](#)

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## Contact us

Phone: 01903 708400

Email: [contactus.coastal@nhs.net](mailto:contactus.coastal@nhs.net)

Address: 1 The Causeway, Goring-by-Sea, Worthing, West Sussex BN12 6BT