

# London Data Service

**An Easy Read summary of our  
Privacy Notice**

# OneLondon



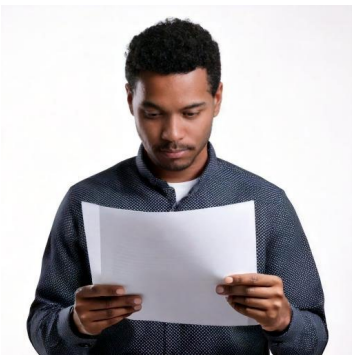
**OneLondon** is a partnership of health and care organisations in London.



OneLondon's aim is to join up health and care information to improve the health and care of people in London.

This booklet tells you:

- why we collect information
- how it is collected and stored
- your rights





# London Data Service

All health and care organisations collect information about patients.



The London Data Service:

- collects the information
- links it together
- stores it, ready to be used



Doctors, nurses and other health and care staff use the information to give people effective care.

# Your information

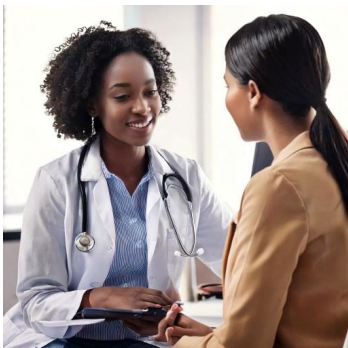
Here are some examples of the information that your GP, hospital or other care organisation collects:



- your name and age
- address and phone number



- visits to the GP or hospital
- illnesses, injuries and other health information



- test results and treatments



# Why do we collect information?



1. Doctors, nurses, carers and other staff need it to give you effective care.



For example: Bob is taken to Accident and Emergency.  
Doctors can read notes and test results from Bob's GP.



2. To plan new health services for London.



3. To learn more about health, medicines and treatments.  
This is called **research**.





# Who can see your information?



The London Data Service collects and organises information, ready for other systems to use.



North East London

Nobody can see this information directly, except a small team of people at **North East London ICB.**



This team runs the data service. They can see information when they are working on the system.

# Legal bases



The law says we must be very clear about why we are collecting information – our **legal bases**.

Our main **legal bases** are:

- The information is **essential** for giving people good care.
- It is in the **public interest**.



**Public interest** means that the information is used to benefit everyone, not just individual patients.



# How do we get your information?

Organisations collect information about you when you, for example:

- see your GP
- go to hospital
- get care at home



Doctors, nurses and other staff often read and write notes on a computer or tablet.



The London Data Service collects and organises these notes, so they can be used in the future.



# Storing information



Your health and care information is stored on secure computers.



All the information is stored in the UK.

[Use this link to find out how long we keep information for.](#)



Microsoft

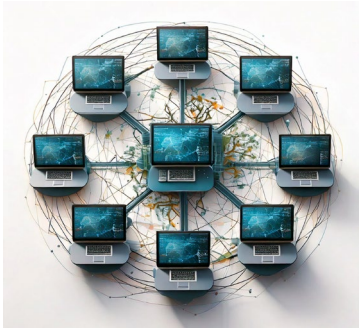


It is looked after by companies called Microsoft and Snowflake.



We always follow the law and we keep your information safe.

# Sharing information



The information in the London Data Service is used by another system.

It is called the **Analytics Platform**.



Health and care staff use the **Analytics Platform** to get the information they need.



Health and care organisations pay to use the platform.



**We never sell your information.**

# Your rights



You have the right to:

- say “no” to your information being used



- get information – like this Privacy Notice – about how it is stored and used



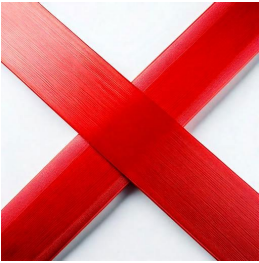
- get a copy of your information

- tell us to delete information, or only use it for certain things



- get any mistakes corrected

# Opting out



You can tell us not to store information about you.

This is called **opting out**.



**Phone:**

0203 182 2900

**Email:**

[NELondonicb.oneLondon.opt-out@nhs.net](mailto:NELondonicb.oneLondon.opt-out@nhs.net)

If you want to make a complaint, use the same email address and type **complaint** in the subject line.

**Complaint**

# Contact us



Contact **OneLondon** if you have any questions about how we look after your information.



## Phone:

0203 182 2900



## Email:

[enquiries.onelondon@nhs.net](mailto:enquiries.onelondon@nhs.net)

## Website:

<https://www.onelondon.online/>



## Post:

NEL ICB, Unex Tower,  
5 Station Street, London, E15 1DA



# Information Commissioners Office - ICO

You can contact the ICO to  
complain about how your  
information has been used.



**Phone:** 0303 123 1113

**Email:** [icocasework@ico.org.uk](mailto:icocasework@ico.org.uk)

**Website:** [www.ico.org.uk](http://www.ico.org.uk)

## **Post:**

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire, SK9 5AF

