

Patient Communications Privacy Notice

Plain English Explanation

The Integrated Care Board sometimes contacts patients. This can be about services, or to ask for feedback, or to share news about areas you have told us you are interested in.

We collect and keep personal information that we receive directly from you. But we only do this when you agree that we can.

We will only share your information with other organisations when you tell us we can, or if the law allows us to.

You have the right to stop us using or sharing your personal information. If you no longer want us to use your information, please tell us. Please also tell us if you do not want us to contact you in the future.

1) Controller contact details	South East London Integrated Care Board 160 Tooley Street London SE1 2TZ https://www.selondonics.org/icb/
2) Data Protection Officer contact details	ICBDPO@selondonics.nhs.uk
3) Purpose of processing personal data	The ICB is processing data for the purpose of carrying out a public task under the UK General Data Protection Regulations
4) Lawfulness Conditions and Special Categories	The lawful justifications for the processing and possible sharing of this data are;- Article 6(1)(a) "the data subject has given consent to the processing of his or her personal data for one or more specific purposes"
5) Recipient or categories of recipients of the shared data	The data will only be used within NHS SEL ICB.
6) Your Individual Rights	Right to Object You have the right under Article 21 of the UK GDPR to object to your personal information being processed. Please contact the ICB if you wish to object to the processing of your data. You should be aware that this is a right to raise an objection, but this does not mean that the ICB will oblige your wishes in every circumstance. Right to Access and Correct Information You have the right to access any personal identifiable data that is being shared and to have any inaccuracies in recorded data corrected.
7) Retention period	The data will be retained for the period as specified in the Records management code of practice and records retention schedule.

	Records Management Code of Practice - NHS Transformation Directorate . For further information, please contact the Information Governance Team
8) Right to Complain	NHS SEL ICB is committed to ensuring that your data is managed and processed lawfully and securely, however if you require an further support, please contact the organisation's Data Protection Officer at: ICBDPO@selondonics.nhs.uk If, however, you are not satisfied that your query has been resolved, you have the right to contact the Information Commissioner to lodge a complaint: You have the right to complain to the Information Commissioner's Office. You can contact them at this link: https://ico.org.uk/global/contact-us/ or by calling their helpline on 0303 123 1113 (local rate) or 01625 545 745 (national rate). There are National Offices for Scotland, Northern Ireland and Wales, (see ICO website).