

Quality Alerts Privacy Notice

Plain English Explanation

A Quality Alert is a systemic issue, generally affecting a service, or the ability to deliver a high-quality service. The ICB's Quality Team triage quality alerts (QA's) and incidents reported by GPs/Provider organisations. The ICB has a statutory duty to support NHS England with the continuous quality improvement of primary medical services as set out in the Health and Social Care Act 2012 and the Primary Medical Services assurance framework.

In order for the ICB to triage quality alerts and incidents reported by GPs and providers, the Quality team at the ICB may require

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 adhering to the legal obligations of the UK General Data Protection Regulation when issuing Quality Alerts as required.
4) Lawfulness Conditions and Special Categories	<p>The lawful justifications for the processing and possible sharing of this data are;-</p> <p><i>Article 6(1)(c) "the processing is necessary for compliance with any legal obligation to which the controller is subject"</i></p> <p>and</p> <p><i>Article 9(2)(h) "processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services"</i></p>
5) Recipient or categories of recipients of the shared data	The data will be shared with GP Practices or other Healthcare Providers.
6) Your Individual Rights	<p>Right to Object</p> <p>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.</p> <p>Right to Access and Correct Information</p> <p>You have the right to access any personal identifiable data that is being shared and to have any inaccuracies in recorded data corrected.</p>

7) Retention period	<p>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</p>
8) Right to Complain	<p>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</p> <p>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).</p>