



## Privacy Information

### **Why we collect and keep your personal information**

Hywel Dda University Health Board collects, processes and holds personal data relating to you to:

- provide services regarding the continuity of healthcare of our citizens, including assessment, diagnosis and treatment of physical and mental ill-health
- monitor and get feedback on how we provide our services to you to identify areas of improvement
- fulfil reporting obligations with regulatory bodies, such as Welsh Government and NHS Wales/England
- undertake research and for statistical purposes

We process your data under one or more of the following lawful bases:

- you have given your explicit consent
- it is necessary for the performance of a contract to do so
- we have a legal obligation to process in accordance with:
  - National Health Service Act 1977 & (Wales) Act 2006
  - Public Records Act 1958
  - Access to Health Records Act 1990
  - Health & Social Care Act 2012
  - Social Services and Wellbeing (Wales) Act 2014
  - Mental Health Act 2007 and Mental Capacity Act 2005
- processing is necessary to protect the vital interests of a data subject or another person
- for the provision of healthcare treatment or the management of healthcare systems and services
- for reasons of substantial public interest in the area of public health
- in relation to the establishment, exercise or defence of legal claims

Where we have used consent as the legal basis for processing your information, you have the right to withdraw your consent at any time.

## What information we process

In order to undertake the purposes above, we collect, use and share a variety of personal information about you, including:

- Your name, address and contact details
- Your date of birth
- Your NHS number
- Medical/clinical information in regard to your health and wellbeing
- Next of kin, dependents and emergency contact details

## Who we can receive information from

We can receive information from a number of parties in line with the purposes above, including:

- our patients, their family, representatives or carers
- our staff, internal departments and external organisations involved in your care, including GP Surgeries, Education Services, the Local Authority and voluntary/third sector organisations
- If you are a Welsh resident who has received treatment by an NHS care provider in England, your information will be shared back into NHS Wales in order to verify and combine with your information held in Wales. That information will be used by the Health Board/Trust to identify you and validate what care was provided.

## How we process your information

Your information will be processed in accordance with the:

- General Data Protection Regulations 2016
- Data Protection Act 2018
- the Common Law Duty of Confidentiality
- Human Rights Act 1998
- Freedom of Information Act 2000
- The Code of Practice for Health and Social Care in Wales 2005.

In order to carry out the purposes stated above, we may share relevant information about you with:

- you or your chosen representatives or carers

- internal departments and external organisations directly involved in your care
- internal departments and external organisations who monitor and audit our services
- Police or security forces for the purposes of preventing and detecting crime and/or fraudulent activity, and to protect public health

All organisations with whom we share your information also have to comply with data protection and confidentiality principles.

We take the security of your data very seriously, whether electronic or in paper form. We have internal policies, controls and systems in place to ensure that your information will be kept secure and confidential at all times.

We only collect the personal data that is needed to provide you with our services.

We will not share your information with third parties for marketing purposes unless you have provided explicit consent for us to do so. We will not transfer your information outside of the EEA.

Hywel Dda University Health Board has a legal obligation to safeguard public funds and we reserve the right to check information you have provided for accuracy, in order to detect fraud. We participate in anti-fraud data matching exercises carried out by other agencies such as the National Fraud Initiative. Hywel Dda University Health Board will keep your information for the periods stated in [Welsh Health Circular \(2000\) 071](#) "For the Record" or any future guidance issued by the Welsh Government. Your information will be disposed of securely once this period has lapsed.

## Your Information Rights

Under the General Data Protection Regulations 2016, you have rights as an individual that you can exercise in relation to the information we hold about you:

- The right to be **Informed** – individuals have the right to be told about how their information is collected and used
- The right of **Access** – you are entitled to request access to and a copy of the information we hold about you
- The right to **Rectification** – you have the right to ask to have your information corrected

In some circumstances you may have:

- The right to **Erase** – this is not an absolute right and will depend on the reason for processing your information
- The right to **Restrict** processing – you can ask that we stop processing your personal data, however, this may delay or prevent us from delivering a service to you. We will seek to comply with your request, but may still need to hold or process information to fulfil our legal duties
- The right to **Object** – this is not an absolute right and will depend on the reason for processing your personal information
- The right to **Data Portability** – this only applies to data processed by automated means. Health information can be accessed by relevant health professionals through a central Clinical Portal to ensure your continuity of care across our services within Wales.

## How to exercise your Information Rights

You can exercise one of your information rights or make a request to access any personal information we hold about you via the below. Requests to access your information must be made in writing, you should provide enough information to identify yourself and in regard to medical records, the period of time or specific treatment you want records for.

### Request for your Medical Records:

- Via email to [access.healthrecords.hdd@wales.nhs.uk](mailto:access.healthrecords.hdd@wales.nhs.uk)
- Via post to Access to Health Records, Hywel Dda University Health Board, Amman Valley Hospital, Folland Road, Glanamman, Ammanford, Carmarthenshire, SA18 2BQ

### Request for other Personal Information (non-Medical Records):

- Via email to [information.governance.hdd@wales.nhs.uk](mailto:information.governance.hdd@wales.nhs.uk)
- Via phone to 01437 773969
- Via post to:
  - Information Governance, IT Building, Withybush General Hospital, Haverfordwest, Pembrokeshire, SA61 2PZ

### You can also contact our Data Protection Officer:

Our privacy notice is not exhaustive in regard to all aspects of how we collect and use personal information, however we are able to provide any additional information or explanation needed. Please contact the Data Protection Officer, who is the organisation's primary point of contact, for any queries in relation to how we use your information.

- Via email on [dpo.hdd@wales.nhs.uk](mailto:dpo.hdd@wales.nhs.uk)

- Via post to: Data Protection Officer, Hywel Dda University Health Board, Bronglais General Hospital, Delfryn Building, Aberystwyth, SY23 1ER

## Complaints

You have the right to make a complaint about the way we have processed your personal information, you can contact the Information Commissioner's Office as the statutory body which oversees data protection law:

- Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF Email [case.worker@ico.org.uk](mailto:case.worker@ico.org.uk)  
Telephone No: 0303 123 1113

## Our details

Hywel Dda University Health Board, Corporate Offices, Ystwyth Building, Hafan Derwen, St Davids Park, Carmarthen SA31 3HB

