



# Fair Processing Notice

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**NHS Arden & GEM Commissioning Support Unit**

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**NHS Arden and Greater East Midlands Commissioning Support Unit**

## Fair Processing Notice

This notice explains how NHS Arden & GEM Commissioning Support Unit handles your personal data in respect of:

- Feedback forms
- Complaints/Compliments
- Requests for information
- Recruitment.

### What we do

NHS Arden & GEM Commissioning Support Unit is hosted by NHS England and provides a range of commissioning support services to Clinical Commissioning Groups (CCGs). This range of services includes:

- the management and investigation of complaints
- handling of Freedom of Information requests
- communications and engagement activities
- advice and guidance on access to personal records
- recruitment of staff.

As we carry out these services, relevant personal information may be disclosed to us. This information may in turn be provided to CCGs and General Practitioners (GPs) to support commissioning decisions.

### How we use personal information

#### **Invoice validation**

When we receive invoices for your healthcare, we need to ensure that the invoice is genuine and accurate. To do this we will use limited information about individual patients. This will happen in a secure environment and will be carried out by a limited number of authorised staff. These activities and all identifiable information will remain within the Controlled Environment for Finance (CEfF) which is approved by NHS England.

#### **Risk stratification**

Risk stratification is a process that supports your family doctor (GP) to help you manage your health.

By using selected information from your health records, a secure NHS computer system will look at any recent treatments you have had in hospital or in the surgery, and any existing health conditions that you have. This will alert your doctor to the likelihood of a possible deterioration in your health. The clinical team at the surgery will use the information to help you get early care and treatment where it is needed.

NHS Arden & GEM Commissioning Support Unit (CSU) supports GP Practices with this work. NHS security systems will protect your health information and patient confidentiality at all times.

**Right to opt out (fair processing)**

Patients have a right to opt out of their information being used for risk stratification. The GP practice must make patients aware that their information is being used for this purpose and that they have a right to opt-out. This information is required for compliance with Principle 1 of the Data Protection Act. NHS England guidance is that GP practices should provide information to patients explaining how their data will be used and what to do if they have any concerns or objections.

Wherever possible the information provided will not identify you and will be used in an anonymous format (no personal information included). Where personal information is used we will seek your consent to do this, however there may be certain circumstances in which we are legally required to share your personal information without your consent for example:

- by a court order
- safeguarding
- prevent disorder or crime
- notifiable diseases.

**Visitors to our website**

When someone visits our website – [www.ardengemcsu.nhs.uk](http://www.ardengemcsu.nhs.uk) – we collect standard internet log information and details of behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. We collect this information in a way which does not identify anyone. We collect identifiable information from visitors to our website who register in order to comment on forum threads or to receive further information on specific topics. This information is held securely and only used for the purposes provided.

We do not make any other attempt to find out the identities of those visiting our website. We will not associate any data gathered from this site with any personally identifying information from any source. If we do want to collect personally identifiable information through our website, we will make it clear when we collect the personal information and will explain what we intend to do with it.

**Links to other websites**

This Fair Processing Notice does not cover links to other websites. We encourage you to read the Fair Processing/Privacy statements on other websites you visit.

**Job applicants, current and former employees**

When individuals apply to work at NHS Arden & GEM Commissioning Support Unit, we will use the information they supply to us to process their application and to monitor recruitment statistics. Where we want to disclose information to a third party, for example where we want to take up a reference or obtain a 'disclosure' from the Disclosure Barring Service, consent is obtained during the application process unless the disclosure is required by law.

Personal information about unsuccessful candidates will be held for 12 months after the recruitment exercise has been completed, it will then be destroyed or deleted. We retain de-personalised statistical information about applicants to help inform our recruitment activities, but no individuals are identifiable from that data.

Once a person has taken up employment with us, we will compile a file relating to their employment. The information contained in this will be kept secure and will only be used for purposes directly relevant to that person's employment. Once their employment has ended, we will retain the file in accordance with the requirements of our retention schedule and then delete it.

## Access to personal information held about you

You are entitled to receive copies of all personal information held about you. Any requests made will be jointly managed by both CCG and CSU staff unless you specifically state in your request that you do not wish this to happen.

If you do not wish to consent to your personal information being shared with us, or have any concerns or questions about the use of your personal information, please contact:

Arden & GEM Commissioning Support Unit Information Governance Team  
[ACSU.informationgovernance@nhs.net](mailto:ACSU.informationgovernance@nhs.net)

However, if you wish to withhold your consent to share your personal information it may seriously impact on the services and responses we can offer you.

## How we keep personal information confidential

Under the NHS Confidentiality Code of Conduct, all of our staff are 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. This will be recorded in your records.

## Links to other patient information

### **The NHS Care Record Guarantee**

The NHS Care Record Guarantee for England sets out the rules that govern how patient information is used in the NHS and what control the patient can have over this. It covers people's access to their own records; controls on others' access; how access will be monitored and policed; options people have to further limit access; access in an emergency; and what happens when someone cannot make decisions for themselves.

Everyone who works for the NHS, or for organisations delivering services under contract to the NHS, has to comply with this guarantee. The NHS Care Record Guarantee was first published in 2005 and is regularly reviewed by the National Information Governance Board, to ensure it remains clear and continues to reflect the law and best practice. It was last reviewed in January 2011.

You can access the NHS Care Record Guarantee version 5 (2011) at:  
<http://systems.hscic.gov.uk/rasmartcards/documents/crg.pdf>

### **The NHS Constitution**

The NHS is founded on a common set of principles and values that bind together the communities and people it serves – patients and public – and the staff who work for it.

The NHS Constitution establishes the principles and values of the NHS in England. It sets out rights to which patients, public and staff are entitled, and pledges which the NHS is committed to achieve, together with responsibilities, which the public, patients and staff owe to one another to ensure that the NHS operates fairly and effectively.

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/170656/NHS\\_Constitution.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/170656/NHS_Constitution.pdf)