

Fair Processing Notice

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NHS Arden and Greater East Midland Commissioning Support Unit

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Fair Processing Notice

Update September 2026 due to the closure of all CSU's on the 31st of March 2027.

As a CSU, Arden & GEM are governed by NHS England. Arden & GEM are not required to appoint a Data Protection Officer. However, we have identified an individual within NHS Arden & GEM agem.dpo@nhs.net who will provide support to the organisation on data protection compliance and support the Data Protection Officer for NHS England up to closure of NHS Arden and GEM CSU.

NHS England's Data Protection Officer is:

*Jon Moore, Data Protection Officer
NHS England
7 and 8 Wellington Place
Leeds
West Yorkshire
LS1 4AP*

To contact the Data Protection Officer for NHS England please email: england.dpo@nhs.net

About Us

NHS Arden & GEM Commissioning Support Unit, commonly referred to as AGEM CSU, are one of five CSU's hosted by NHS England who go through either a procurement and tendering process to provide a range of commissioning support services to various Commissioners of services, Healthcare Provider organisations contracts in England, as well as NHS England direct-award contracting for various short-term fact finding projects, and services.

An ICB will be responsible for commissioning Health care services for the predetermined geographical area that it covers, to make sure a full range of services are available to the public living in the ICBs area. These commissioned services range from Acute Trust services (Your local hospital: A&E, Audiology, Orthopaedics, General Surgery, Upper GI, Neurology, Urology and so on), Mental Health Services, GP practice services, Community Health Services (District Nursing, Pharmacies, Dental Practices), as well as many other health related services you may have in your area.

Services Provided

There are a range of services that an ICB can contract a Commissioning Support Unit to provide for the ICB to meet its Duties and Obligations under the Health Care Bill. Some of the services that AGEM CSU provide include:

- Data Services for Commissioning Regional Office (DSCRO)
- Business Intelligence: Analysis of Health-Related Data Sets
- Management and investigation of complaints
- Supply of Information Technology services; ICBs, GPs, healthcare provider organisations etc.
- Handling of Freedom of Information requests
- Communications and engagement activities
- Advice and guidance on access to personal records; Information Governance
- Procurement and tendering of services
- Recruitment of staff and/or provision of Human Resource function
- Medicines Optimisation
- Various Subject Matter Expert services
- Service Transformation
- National Referral Support Service
- IFR and PHB services
- Contracts, Performance & Provider Management
- Corporate Governance & Risk Management
- Management and Planning of Individual Funding Referrals
- Carrying out Continuing Health Care Assessment service
- Financial processing: Invoice validation of requests for payment for Treatment carried out by ICB area Healthcare Providers
- Children & Young Peoples data can form part of the information provided for the described services

Types of Data processed

As AGEM CSU carry out the services that are provided, some, but not all these services, will require the CSU staff to process relevant personal information to fulfil the contracted work on behalf of the ICB/NHS England. This information may in turn be provided back to NHS England, the ICBs, and General Practitioners (GPs) to support their commissioning, management, and planning decision for healthcare services.

Types of Data Processed for Children and Young People

AGEM CSU carry out under contract national waiting list administration service that are for the purpose of specific service to Children and Young People. AGEM CSU do not provide these services direct to Children or Young People without an initial referral from an NHS clinical services provider where the individual and or their parent guardian has sought of these services in the first instance. This means that the General Data Protection Regulations with regards to obtaining consent for services that are an online presence only with direct C&YP contact only, is not a requirement to

provide this CSU contract awarded service, for the provision of this step in care pathway for the persons sought-out direct care in the NHS.

Information leaflets for the Clinical Service provision to Children and Young People are available, as well as the parent or legal guardian acting on their behalf.

Types of Data used by the NHS	Further clarity
Personal Data: • Name • DOB • Address • Contact details • NHS Number	Sometimes we receive information in a Spreadsheet that will contain the NHS Number only; this is still classed as processing your Personal information <i>The Work Area tables gives detail of the Personal data used by Arden & GEM CSU teams</i>
Pseudonymised Data: ‘unique code’	This is information that Personal Data which can easily identify the individual is replaced with a unique code, often referred to as a ‘key’. The lock to this ‘key’ would require a technical process to take place to enable the re-identification of the individual. <i>An NHS Number is Personal data not Pseudonymised Data</i>
Anonymised Data	Anonymised Data: <i>Sometimes called Aggregate information</i>; this type of information has no identifiable data contained within in it that has the capability to trace back to an individual person or a small group of persons <i>i.e. persons with rare disease</i>. This type of data analysis is usually a large amount of specific information (Data Sets) mostly contained within Spreadsheet’s
Sensitive Personal Data or ‘Special Category’ ‘Special Categories’ are: • Race • Ethnic Origin • Politics • Religion • Trade Union Membership • Genetics • Biometrics (where used for ID purposes) • Health • Sex Life; or • Sexual orientation	Data that relates to ‘Health’ is classed as Sensitive Personal Data, which under GDPR is referred to as ‘Special Category’ data <i>The Work Area tables give detail of the ‘Special Category’ data used by Arden & GEM CSU teams</i>

Corporate Data	Any information relating <u>only</u> to the Business Functions of an organisation
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How we use personal information at Arden & GEM CSU

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 of Risk stratification processing

Patients have a right to object to 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 object. This information is required for compliance with Data Protection Legislation 'The Right to be informed'. 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.

Reasons for processing personal information without gaining your consent in the first instance

Where personal information is shared with others we will normally seek to gain your consent to do this, however there may be certain circumstances in which we are legally required to share your personal information without first gaining your consent for example:

- by a court order
- safeguarding of a Child or Vulnerable adult
- prevention or detection of crime
- notifiable diseases

- Carry out a specific task in the 'public interest' as set out by law
- Notification or Statement issued by the Secretary of State

Control of Patient Information instruction from the Secretary of State; COPI Notice

The Secretary of State enabled the sharing of patient information across organisational boundaries for the purpose of provision of healthcare, to include management, and planning, due to the global outbreak of infection disease Covid-19. AGEM CSU have processed data related to Covid-19 treatment, management, prevention, and analysis of related data for organisations with a duty and obligation to provide health and care services. All data is held lawfully under the COPI Notices issued by the Secretary of State/Government at the time of processing. Once the COPI Notice expired a further legal basis is required of AGEM CSU to continue to process this data i.e., a contract in place with a healthcare provider organisation for the purpose of Health care provision to patients. Data that is no longer required to be processed beyond the COPI Notice end date will be held in a central repository facility at AGEM CSU for NHS England. This data will have strict access requirements in line with data protection legislation, in place and no longer be accessible by AGEM CSU staff beyond COPI Notice end date.

COPI Notice end date was the 30th June 2022: [Secretary of State for Health Withdraw of COPI Notice](#) and further reading on data processed (additional information is provided at the end of this Notice). Data from Covid-19 has been transferred to an NHS England managed Records Management Repository Service. Continuation of processing of this data beyond the 30th June 2022 requires a current evidenced Legal basis to do so under UK Data Protection Law 2018.

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.

Rights of the Individual under Data Protection Legislation

Right to be informed, of the processing that takes place at an organisation that might require the processing of Persons Personal or Sensitive Personal 'Special Category' information

Right of Access, You are entitled to Access the personal information we hold on you and the right of this information in a **Data Portability** format; electronic format of this information. This type of access is referred to as a Subject Access Request. Any requests made will be jointly managed by both ICB and CSU staff unless you specifically state in your request that you do not wish this to happen.

Right to rectification, You have the right to have accurate and up to date records held on you by an organisation. If you are aware of a mistake in the information held on you contact the service you supplied your information to for rectification of your record

Right to Object, 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 Data Protection Officer at agem.dpo@nhs.net until 31st March 2026. Alternatively, please *contact the Data Protection Officer for NHS England please email: england.dpo@nhs.net*

Right to erasure, You have the right to 'be forgotten' unless there is an overriding legal requirement to retain the information held on you. It is a statutory responsibility for the NHS to retain a record of Health care events; i.e. a medical record. All Health related records are held in line with the NHS Records Management Code of Practice 2016 retention schedules unless otherwise stated

If you wish to discuss the content of your medical record then please contact the medical record holding organisation to address your concerns.

Right to restrict processing, or suppress the use of your personal data. It is a statutory responsibility for the NHS to retain a record of Health care events; i.e. a medical record

If you wish to discuss the content of your medical record then please contact the medical record holding organisation to address your concerns.

Withdraw Consent, 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. The individual teams that have requested your consent for processing will be able to help with any concerns you may have with the use of your personal information

The Processing of Children and Young Peoples Data,

Necessary information is processed under a national contract to provide enhanced administrative services for a National Referral Service. AGEM CSU service also processes information under the legislative obligations for this contract i.e. required record keeping of actions taken/carried out.

The processing is carried out for the practical provision of uninterrupted direct healthcare services for the Children and Young Persons on instruction to the CSU Administration Referral Team made by the C&YP preferred referrer.

How Arden & GEM Staff keep personal information confidential

Under the NHS Confidentiality Code of Conduct, all of AGEM CSU 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.

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.

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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

Who Arden & GEM CSU receive and Share data with	
Who we receive information from	• NHS England • NHS Digital • Integrated Care Boards (formerly Clinical Commissioning Groups) • Commissioning Support Units • Healthcare Providers • Public Authorities or Public Bodies • Patients and their families • Members of the Public • Information in connection with Employment of staff • NHS Shared Business Support (SBS)
Who we share information with	• NHS England • NHS Digital • Integrated Care Boards (formerly Clinical Commissioning Groups) • Commissioning Support Units • Healthcare Providers • Public Authorities or Public Bodies • Information in connection with Employment of staff • NHS Shared Business Support (SBS)
Purposes for processing Personal or Sensitive Personal Data	• Requirement under contract • Request made by member of the public <i>e.g. Complaint</i> • Required for under obligations as an employer • Required for Recruitment purposes • A Statutory requirement • Required for Safeguarding Children/Vulnerable Adults • Required by Court Order • Required for the Detection and Prevention of Crime; fraud

The below tables set out the information processed by Arden & GEM CSU Teams

Area of work	Medicines Optimisation Team
Processed on behalf of	CSU/ICB
Purpose/s for Processing	The Medicines Optimisation team undertakes a number of functions supporting our customers. In particular we use data to provide a safe and robust service accessing GP clinical systems to enable medicines optimisation pharmaceutical support for practices and patients. Our services also provide support to patients in care homes by undertaking medication reviews or polypharmacy (7+ drugs) reviews for patients to prevent medication related harm. The Medicines Optimisation team uses Primary Care prescribing data, and prior approval data to ensure that Primary Care prescribing is in line with Local Prescribing Guidelines. We support the commissioning of high cost drugs in secondary care which may involve the Trust contacting our pharmacists for advice related to patient care pathways and suitable therapies. In addition our Medicines Optimisation team will use Secondary Care invoice, prescribing data, and prior approval data to ensure appropriate treatment pathways are being followed and therefore ensuring value for money for the public purse.
Format used	• Electronic • Paper
Legitimate Interests	<i>Not applicable for Public Sector organisation</i>
Personal Data processed:	• Name • Age • On Occasion patient address will be used to identify patients in care homes • Postal code • NHS Number • Local identifier within clinical system • Hospital number • Medication information
'Special Category' Data Processed:	• Health
Transfer of Data outside the UK	No
Transfer of Data outside the EU	No

Retention Period Criteria used:	- NHS Records Management Code of Practice 2016 - Category of record applied: e.g. Patient record
The source the personal data originates	- GP Practice - Acute - Patient
Whether the provision of personal data part of a statutory or contractual requirement or obligation and possible consequences of failing to provide the personal data	- Contractual - Statutory - By failing to provide the data , the commissioned medicines optimisation service will not be able to facilitate safe and efficient health care
The existence of automated decision making	<i>None identified</i>

Area of work	<i>Gender Dysphoria National Referral Services</i>
Processed on behalf of	NHS England – provision of direct care services to provider services in England
Purpose/s for Processing	Provision of administration of National Referral Services with input from appointed Clinical Support staff
Format used	- Electronic - Paper
Legitimate Interests	<i>Not applicable for Public Sector organisation</i>
Personal Data processed:	- Name - Age - Address - Postal code - NHS Number - Local identifier within clinical system - Hospital number - Healthcare data for referral provision
'Special Category' Data Processed:	Health
Transfer of Data outside the UK	No
Transfer of Data outside the EU	No
Retention Period Criteria used:	- NHS Records Management Code of Practice 2016 - Category of record applied: e.g. Patient record
The source the personal data originates	- GP Practice - Acute - Patient

Whether the provision of personal data part of a statutory or contractual requirement or obligation and possible consequences of failing to provide the personal data	• Contractual • Statutory • By failing to provide the data, the commissioned National Referral service will not be able to facilitate safe and efficient health care to Adult, Children & Young People referral service functions.
The existence of automated decision making	<i>Limited automated provision is in place however, all these automated 'forms' for purpose of prioritising the content only for purpose of 'risk assessment' to identify and support the individual in a timely manner. All these 'forms' will be reviewed by a qualified clinical member of staff (human input) after the automated processing at point of delivery to the referral service.</i>

Area of work	Individual Funding Request & Prior approval services
Processed on behalf of	CSU/ICB
Purpose/s for Processing	To provide administrative support to manage and process Individual Funding Requests and/ or prior approval for funding. This includes processing and managing any appeals in relation to the original decision of an Individual Funding Request.
Format used	• Electronic • Paper
Legitimate Interests	<i>Not applicable for Public Sector organisation</i>
Personal Data processed:	• Name • DOB • Address • NHS Number • Local identifier within clinical system • Hospital number
'Special Category' Data Processed:	• Health • Sexual orientation
Transfer of Data outside the UK	No
Transfer of Data outside the EU	No
Retention Period Criteria used:	• NHS Records Management Code of Practice 2016 • Category of record applied: e.g. Patient record
The source the personal data originates	• GP Practice • Acute

	The IFR service may also receive information from other Health Care Professionals including Community Providers, Independent Sector Providers and Private Providers. The source of information is dependent on your local areas ICB Commissioned service arrangements that are currently in place
Whether the provision of personal data part of a statutory or contractual requirement or obligation and possible consequences of failing to provide the personal data	- Contractual - Statutory - By failing to provide the data , the commissioned service will not be able to process the funding request and therefore the application would stop
The existence of automated decision making	<i>None identified</i>

Area of work	Child Health, IT Services
Processed on behalf of	Derbyshire ICBs
Purpose/s for Processing	Recording of children 0-19 years who reside in Derbyshire or belong to a Derbyshire GP practice
Format used	- Paper - Electronic - National Database
Legitimate Interests	<i>Not applicable for Public Sector organisation</i>
Personal Data processed	- Name - DOB - Address - NHS Number - Vaccinations and immunisations - Birth notification details - Newborn screening information
'Special Category' Data Processed:	- Ethnicity - Genetics: Congenital anomalies and new born blood screening positive results
Transfer of Data outside the UK or EU	No
Retention Period Criteria used:	- NHS Records Management Code of Practice 2016 - Category of record applied: e.g. Patient record for children retained up to the age of 25 years
The source the personal data originates	- GP Practice - NHS Digital - Acute - Community Trust Providers

Whether the provision of personal data part of a statutory or contractual requirement or obligation and possible consequences of failing to provide the personal data	Statutory requirement to supply
The existence of automated decision making	<i>None identified</i>

Area of work	Contracting
Processed on behalf of	ICB
Purpose/s for Processing	- Nationally mandated data submission for invoice validation (working with ICB finance teams) - Data validation and raising of data quality and coding practises of Providers
Format used	Electronic
Legitimate Interests	<i>Not applicable for Public Sector organisation</i>
Personal Data processed:	- Hospital spell ID - Pseudonymisation code - Age - Admission and Discharge dates - Treatment codes
'Special Category' Data Processed:	N/A
Transfer of Data outside the UK	No
Transfer of Data outside the EU	No
Retention Period Criteria used:	Records are not retained only DSCRO data submitted
The source the personal data originates	- Acute - Community Trust Providers - GP - Private providers of NHS services (e.g. BMI Group)
Whether the provision of personal data part of a statutory or contractual requirement or obligation and possible consequences of failing to provide the personal data	Statutory requirement to supply to DSCRO (SUS Data)
The existence of automated decision making	N/A

Area of work	Freedom of Information
Processed on behalf of	e.g. CSU, ICB ICB/Trust

Purpose/s for Processing	• Processing requests for information from members of the public
Format used	• Paper • Electronic • National Database
Legitimate Interests	<i>Not applicable for Public Sector organisation</i>
Personal Data processed:	• <i>Name</i> • <i>Email address</i> • <i>Telephone number</i> • <i>Physical address</i>
'Special Category' Data Processed:	<i>None</i>
Transfer of Data outside the UK	No
Transfer of Data outside the EU	No
Retention Period Criteria used:	NHS Records Management Code of Practice 2016
The source the personal data originates	Members of public
Whether the provision of personal data part of a statutory or contractual requirement or obligation and possible consequences of failing to provide the personal data	Statutory requirement to supply
The existence of automated decision making	<i>None identified</i>

Area of work	Transactional HR i.e. recruitment and payroll
Processed on behalf of	CSU and ICBs
Purpose/s for Processing	• Recruitment • Employment • Payroll purposes
Format used	• Paper • Electronic • National Database
Legitimate Interests	<i>Not applicable for Public Sector organisation</i>
Personal Data processed:	• Name • DOB • Address • NI Number • Employment Assignment number
'Special Category' Data Processed:	• Race • Ethnicity • Religion • Sexual Orientation

	• Disability • Relationship status
Transfer of Data outside the UK	No
Transfer of Data outside the EU	No
Retention Period Criteria used:	• NHS Records Management Code of Practice 2016 • Category of record applied: Staff Records and Occupational Health
The source the personal data originates	• NHS Jobs - application form • ID • Right to work documents • Applicant/Employee
Whether the provision of personal data part of a statutory or contractual requirement or obligation and possible consequences of failing to provide the personal data	Statutory requirement to supply – Require personal data to establish individual's right to work status/carry out pre-employment checks Require personal data to input new employee's details onto Electronic Staff Record (ESR) to receive salary
The existence of automated decision making	<i>None identified</i>

Area of work	Finance
Processed on behalf of	ICB
Purpose/s for Processing	Invoice Validation in CefF (<i>Controlled environment for Finance</i>)
Format used	• Electronic • Internal/ICB Database
Legitimate Interests	<i>Not applicable for Public Sector organisation</i>
Personal Data processed:	NHS Number
'Special Category' Data Processed:	<i>None</i>
Transfer of Data outside the UK	No
Transfer of Data outside the EU	No
Retention Period Criteria used:	No longer than 12 months after Invoice paid
The source the personal data originates	• Acute • Community Trusts Providers
Whether the provision of personal data part of a statutory or contractual requirement or obligation and possible consequences of failing to provide the personal data	• Statutory Section 251. For invoice validation • Obligation; cannot verify Invoice for payment without limited personal data
The existence of automated decision making	<i>None identified</i>

Area of work	AGEM CSU Clinical Services – Continuing Health Care
Processed on behalf of	CSU, ICB
Purpose/s for Processing	• Full Continuing Health Care (CHC) assessment process, in line with the National Framework for NHS Continuing Healthcare and NHS Funded Nursing Care. • Full Children and Young Peoples Continuing Care assessment process, in line with the National Framework for Children and Young Peoples' Continuing Care.
Format used	• Paper • Electronic • Database
Legitimate Interests	<i>Not applicable for Public Sector organisation</i>
Personal Data processed:	• Name • DOB • Address • Location Data • NHS Number • Email address • Telephone Number
'Special Category' Data Processed:	• Race • Ethnic origin • Politics • Religion • Gender • Sexual orientation • Health & Social Care
Transfer of Data outside the UK	Yes; Ad-hoc Outcome letters and invites to families who may live outside the UK
Transfer of Data outside the EU	Yes; Ad-hoc Outcome letters and invites to families who may live outside the EU
Retention Period Criteria used:	• <i>NHS Records Management Code of Practice 2016</i> • <i>Category of record applied: Patient record</i>
The source the personal data originates	• GP Practice • NHS Digital • Acute • Community Trust Providers • Patient • Member of public etc. • Family and other representatives of the patient.

	• Local Authorities • Legal representatives
Whether the provision of personal data part of a statutory or contractual requirement or obligation and possible consequences of failing to provide the personal data	Consent or application of the 'best interests' of the individual that is likely to facilitate provision of Health care
The existence of automated decision making	<i>None identified</i>
Area of work	AGEM CSU Clinical Services – Retrospective Review Service (RRS)
Processed on behalf of	CSU, ICB
Purpose/s for Processing	Full retrospective Continuing Healthcare (CHC) eligibility process in line with the following National Policies • CHC retrospective claims between 1st April 2004 – 31st March 2012 <i>National Guidance for Dealing with Previously Unassessed Periods of Care, October 2012</i> • CHC retrospective claims between 1st April 2012 – to current date <i>National Framework for NHS Continuing Healthcare and NHS Funded Nursing Care.</i> The process will include obtaining health and social care information from relevant providers including Hospital Records, District Nursing Team Records, Community Mental Health Team Records, GP Records, Social Care Records, Nursing / Residential Home Records and any previous Continuing Healthcare assessments. For patients that are determined as being retrospectively eligible for continuing healthcare the Retrospective review service will process your personal information for reimbursing any identified costs in line with the <i>Refreshed Redress Guidance, 2015</i>.
Format used	• Paper • Electronic
Legitimate Interests	<i>Not applicable for Public Sector organisation</i>
Personal Data processed:	• Name • Date of Birth • Date of Death • Address • Post Code

	• Location Data • NHS Number • RRS Number • Email address • Telephone Number
'Special Category' Data Processed:	• Race • Ethnic origin • Politics • Religion • Gender • Sexual orientation • Health & Social Care
Transfer of Data outside the UK	Yes; Ad-hoc Outcome letters and invites to families who may live outside the UK
Transfer of Data outside the EU	Yes; Ad-hoc Outcome letters and invites to families who may live outside the EU
Retention Period Criteria used:	• <i>NHS Records Management Code of Practice 2016</i> • <i>Category of record applied: Patient record</i>
The source the personal data originates	• GP Practice • NHS Digital • Acute • Community Trust Providers • Patient • Member of public etc. • Family and other representatives of the patient. • Local Authorities • Legal representatives
Whether the provision of personal data part of a statutory or contractual requirement or obligation and possible consequences of failing to provide the personal data	Contract Statutory – performance of a 'public task' Consent of Retrospective review requester
The existence of automated decision making	<i>None identified</i>

Area of work	Complaints and Customer Care Team
Processed on behalf of	CSU, ICB
Purpose/s for Processing	Arden & GEM CSU is one of the largest CSUs in the country. We currently provide services to ICBs, NHS England, provider trusts and local authorities.

	The Complaints and Customer Care team may process your information in order to respond to your queries, concerns or complaints. This may include responding to the Parliamentary and Health Service Ombudsman. There are a number of ways that the complaints or customer care team may receive and process your data: 1. Query, concern or complaint relating to healthcare commissioning In these situations the Complaints and Customer Care team will investigate your query, concern or complaint on behalf of the relevant ICB and the investigation findings will be returned to the ICB in order for them to respond directly to the complainant. This will be in the form of a written communication and will detail the investigation findings, outcomes and any lessons learned. The response may include patient health and/or social care information and/or Arden and GEM CSU employee information. 2. Query, concern or complaint relating to the quality of services or staff provided by the CSU In these situations the Complaints and Customer Care team will investigate your query, concern or complaint on behalf of Arden and GEM corporate services. A written response will be sent back to the complainant detailing the investigation findings, outcomes and any lessons learned. This may include employee information.
Format used	• Paper • Electronic
Legitimate Interests	<i>Not applicable for Public Sector organisation</i>
Personal Data processed:	• Name • DOB • Address • Post Code • NHS Number • Local identifier within clinical systems • Hospital number • Complaints team number

	- Email address - Telephone Number
'Special Category' Data Processed:	Health
Transfer of Data outside the UK	No
Transfer of Data outside the EU	No
Retention Period Criteria used:	<i>NHS Records Management Code of Practice 2016</i> <i>Category of record applied: Complaint</i>
The source the personal data originates	- GP Practice - NHS Digital - Acute - Community Trust Providers - Patient - Member of public etc. - Family and other representatives of the patient. - Local Authorities - Legal representatives
Whether the provision of personal data part of a statutory or contractual requirement or obligation and possible consequences of failing to provide the personal data	The legal basis allowing us to process such requests on behalf of a commissioner is explicit consent from the complainant. Without consent the CSU would not have a lawful basis to investigate the query, concern or complaint.
The existence of automated decision making	<i>None identified</i>

Visitors to our website

When someone visits our website – www.ardengemcsu.nhs.uk – we collect standard internet log information, location, 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 in particular the organisation type

listed in who we receive and share information with i.e. NHS England, Clinical Commissioning Groups, your GP Practice and so on

Processing for the purposes of Covid-19 in the NHS

COVID-19 and your information

COVID-19 for patients/service users

This notice describes how we may use your information to protect you and others during the COVID-19 outbreak. It supplements our main privacy notice which is available above.

The health and social care system faced significant pressures due to the COVID-19 outbreak. Health and care information is essential to deliver care to individuals, to support health and social care services and to protect public health. Information will also be vital in researching, monitoring, tracking and managing the outbreak. In the current emergency it has become even more important to share health and care information across relevant organisations.

Existing law which allows confidential patient information to be used and shared appropriately and lawfully in a public health emergency is being used during this outbreak. Using this law, the Secretary of State has required NHS Digital; NHS England and Improvement; Arm's Length Bodies (such as Public Health England); local authorities; health organisations and GPs to share confidential patient information to respond to the COVID-19 outbreak. Any information used or shared during the COVID-19 outbreak will be limited to the period of the outbreak unless there is another legal basis to use the data. [Further information is available on gov.uk](#) and some [FAQs on this law](#) are also available on the NHSX website (still available under NHS England).

During the period of emergency, opt-outs will not generally apply to the data used to support the COVID-19 outbreak, due to the public interest in sharing information. This includes [National Data Opt-outs](#). However, in relation to the Summary Care Record, existing choices will be respected. Where data is used and shared under these laws your right to have personal data erased will also not apply. It may also take us longer to respond to Subject Access Requests, Freedom of Information requests and new opt-out requests whilst we focus our efforts on responding to the outbreak.

To look after your health and care needs, healthcare providers may of shared your confidential patient information including health and care records with clinical and non-clinical staff in other health and care providers, for example neighbouring GP practices, hospitals and NHS 111. Providers may also of used the details they had to send public health messages to you, either by phone, text, or email.

During the period of emergency, you may have been offered a consultation via telephone or video conferencing. By accepting the invitation and entering the consultation you are consenting to this. Your personal/confidential patient information will be safeguarded in the same way it would with any other consultation.

Data may have been required to be shared personal/confidential patient information with health and care organisations and other bodies engaged in disease surveillance for the purposes of protecting public health, providing healthcare services to the public and monitoring and managing the outbreak. Further information is available about how health and care data is being used and shared by other NHS and social care organisations in a variety of ways to support the [COVID-19 response](#).

NHS England and Improvement and NHSX (now just named NHS England) developed a single, secure store to gather data from across the health and care system to inform the COVID-19 response. This includes data already collected by NHS England, NHS Improvement, Public Health England and NHS Digital. New data will include 999 call data, data about hospital occupancy and A&E capacity data as well as [data provided by patients themselves](#). All the data held in the platform is subject to strict controls that meet the requirements of data protection legislation.

We may amend this privacy notice at any time so please review it frequently. The date at the top of this page will be amended each time this notice is updated.