

## Patient's Privacy Notice

### GDM-Health App

Title of service/ process/ system
GDM-Health is provided by South Warwickshire NHS Foundation Trust (SWFT) and is subject to the overarching GDPR privacy notice for the organisation. This is available on the Trust website at <a href="https://www.swft.nhs.uk/privacy-policy">https://www.swft.nhs.uk/privacy-policy</a>
Our contact details
Data Protection Officer Support Services Building Lakin Road. Warwick CV34 5BW; or via email: <a href="mailto:dpo.swft@nhs.net">dpo.swft@nhs.net</a>
What type of information we have
<p>To provide and enable your use of the GDM-Health App, Sensyne will collect and process certain personal data, including health data which will be inputted into the app by you. This includes:</p> <ul style="list-style-type: none"><li>• Confidential personal data e.g. Name, DOB, Mobile Number, Postcode, Email Address, Ethnicity, Local Hospital Number, NHS Number, Estimated Date of Delivery.</li><li>• Patient history e.g. Type of Diabetes, Date of Diagnosis, Medications and Units</li><li>• Patient blood glucose readings e.g. blood glucose level, prandial tag for reading, medications taken, free text commentary</li><li>• Messages and notes from the midwife</li><li>• Anonymous activity and analytics</li><li>• GDM-Health holds patient identifiable information which is processed and stored on a third-party data centre, assessing all potential threats and vulnerabilities, calculating the risks and impacts is crucial to the patients' interests.</li></ul> <p>SWFT will collect and process the following information:</p> <ul style="list-style-type: none"><li>• Number of Patients on the GDM-Health App</li><li>• Data concerning the individual's health which is necessary for the consultation</li></ul>
How we get the information and why we have it
<p>Sensyne Health are Data Processors while SWFT are the Data Controller.</p> <p>Sensyne Health has an agreement with SWFT that they will seek and obtain patient consent or will have another legal basis for processing personal data including special category data. This consent is obtained when the GDM-Health App is downloaded, and approval of terms is submitted.</p> <p>The personal information the Trust processes is provided to us directly by you in the anonymous feedback questionnaire at the end of your care.</p> <p>Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing your personal information are:</p> <ol style="list-style-type: none"><li>(a) Your explicit consent. You can remove your consent to a Video Consultation at any time by contacting the number at the bottom of your appointment letter.</li><li>(b) To fulfil a legitimate interest that Sensyne have as a business, for example, by processing analytical data relating to your use of the GDM-Health App (such as data relating to how you</li></ol>

interact with the GDm-Health App) to maintain and improve the GDm-Health App or using the data provided to keep you updated on Sensyne Health Products and Services. Please note that you can always opt-out of this service by contacting [dpo@sensynehealth.com](mailto:dpo@sensynehealth.com). Opting out will not affect the usage of the app.

### What we do with the information

Data collected from you using the app will be shared only with health care providers managing your healthcare. There is a Data Processing Agreement in place with each health care provider.

In order to enable Sensyne to provide the GDm-Health App, Sensyne may disclose your personal data to its third-party processors. Sensyne stores personal data in the United Kingdom.

Sensyne may provide access to personal data to third party processors located outside of the United Kingdom to support the delivery of the GDm-Health App. The appropriate safeguards are applied in respect of such transfers to protect your personal data in accordance with applicable data protection law.

SWFT use the information given to us from the App to provide patient care. The responses to the Patient Feedback Survey are anonymous and are used for Project Benefit Realisation and to improve the service provided to patients.

### How we store your information

Data is stored, processed and hosted on UKFast Data Centre; a secure external data centre based in the UK. UKFast is an NHS/HSCN approved supplier and use UK IL4 Standards. UKFast has the following accreditations: G-Cloud 9, ISO 27018, ISO 27001:2013, ISO 14001:2015, NICEIC Electrical Contractor, Cyber Essentials, PCI Compliance.

Data will be accessed via internet/portal. All network communications are HTTPS secured (TLS 1.2). Data is protected in transit. Environment is hosted behind CISCO ASA Firewall on UKFast

Personal information is retained in line with the NHS Records Management Code of Practice 2016 <https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/recordsmanagement-code-of-practice-for-health-and-social-care-2016>

### Your data protection rights

Under data protection law, you have rights including:

**Right to be informed** – This Privacy Notice is an example of your right to be informed

**Your right of access** – You have the right to ask us for copies of your personal information.

**Your right to rectification** – You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to object** – You have the right to object to use of the GDm-Health App, in which case no personal data would be processed for this purpose.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

If you wish to make a request, please contact:

Information Governance Support Services Building, Lakin Road. Warwick, CV34 5BW or via email at [swg-tr.swft.ig@nhs.net](mailto:swg-tr.swft.ig@nhs.net)

### How to complain

If you are unhappy with the way in which your personal data has been processed, or if you would like to access your personal information you can contact the Trust's Data Protection Officer, Support Services Building, Lakin Road, Warwick, CV34 5BW; or via email: [dpo.swft@nhs.net](mailto:dpo.swft@nhs.net)

If this does not resolve your concerns you can contact the Information Commissioner's Office:

[www.ico.org](http://www.ico.org)

0303 123 1113 (local rate), 01625 545 745 (National rate)

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.