

Patient's Privacy Notice

AttendAnywhere – Virtual Video Consultations

Title of service/ process/ system
AttendAnywhere 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 https://www.swft.nhs.uk/privacy-policy
Our contact details
Data Protection Officer Support Services Building Lakin Road. Warwick CV34 5BW; or via email: dpo.swft@nhs.net
What type of information we have
<p>The AttendAnywhere system will collect and process the following information:</p> <ul style="list-style-type: none">• Name• Phone Number• Date of birth• IP address and web browser information <p>SWFT will collect and process the following information:</p> <ul style="list-style-type: none">• Data concerning the individual's health which is necessary for the consultation• Postcode (Not mandatory, disclaimer in the Patient Feedback form) to be used for Environmental Benefit Realisation.
How we get the information and why we have it
<p>Most of the personal information we process is provided to us directly by you for one of the following reasons:</p> <ul style="list-style-type: none">• In the feedback questionnaire, we will ask the patient to give the postcode of where they would have travelled from to get to their appointment if it was face-to-face consultation. This is a non-mandatory question, and the answer given is only used for Environmental Benefit Realisation and in no way associated back to the patient. <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">(a) Your consent. You are able to remove your consent to a Video Consultation at any time.(b) You can do this by contacting the number at the bottom of your appointment letter.

What we do with the information

AttendAnywhere uses the demographic information (Name, Phone Number and Date of birth) that is given when accessing the system for the Clinician to identify the correct patient in the waiting room.

How we store your information

Using AttendAnywhere Video Consultations are not recorded and no information concerning health is retained by the system. The demographic information inputted by the patient required to access AttendAnywhere is deleted from the system within one hour after the video consultations.

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:

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 Video Consultations and no personal data will 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 us using the details above, or contact Information Governance Support Services Building, Lakin Road, Warwick, CV34 5BW or via email at 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

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