

## PRIVACY NOTICE – Video Consultations

George Eliot Hospital NHS Trust uses a web based video consultation platform called “attend anywhere” for video consultations between clinicians and patients.	
1) Data Controller	George Eliot Hospital NHS Trust College Street Nuneaton CV10 7DJ
2) Data Protection Officer	Ben Wilczynski <a href="mailto:Data.ProtectionOfficer@geh.nhs.uk">Data.ProtectionOfficer@geh.nhs.uk</a>
3) Purpose of the processing	To enable secure video consultations between clinicians and patients reducing the need for patients to attend the hospital.
4) Categories of personal data processed	<p>Patient:</p> <ul style="list-style-type: none"> <li>• Name</li> <li>• Phone number</li> <li>• Date of birth</li> <li>• IP address and web browser information</li> <li>• Data concerning the individuals health which is necessary for the consultation (<i>Video consultations are not recorded and no information concerning health is retained by the system</i>)</li> </ul> <p>Staff</p> <ul style="list-style-type: none"> <li>• Name</li> <li>• Email address</li> </ul>
5) Lawful basis for processing	<p>Personal data is processed for: 6(1) (e) “Public Task” Processing is necessary for the performance of a task carried out in the public interest, for public health purposes and for the purposes of preventative or occupational medicine. In addition, the Trust also has statutory responsibilities as a Category one responder under the Civil Contingencies Act 2004.</p> <p>Special category data is processed for: 9(2)(h) processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services on the basis of Union or Member State law or pursuant to contract with a health professional</p> <p>Video conferencing is offered to the patient and users consent to the terms of use and the processing of their data online via the platform entry point, therefore, consent is also implied</p>
6) Recipient or categories of recipients of the shared data	<p>Patient data will be processed by Attend Anywhere. Data will not be shared with any additional third parties</p> <p>Staff user account holders name and email addresses may be shared with NHS Improvement staff in order to ensure staff have the</p>

	necessary support to access the platform as required to perform duties in relation to patient care.
7) Rights to object	Patients can object to the use of video consultations and no personal data will be processed for this purpose.
8) Right to access and rectification	<p>Patient - name, date of birth and phone number (if entered) are deleted within one hour of the video call ending. It is therefore not possible to share this information with the relevant individual even if requested. It is not possible to link a patient's IP address to any other sources of identifiable information.</p> <p>Patients have the right to access the health information that has been transferred to the patient's health records.</p>
9) Retention period	<p>Patient - name, date of birth and phone number (if entered) are deleted within one hour of the video call ending.</p> <p>Personal information is retained in line with the NHS Records Management Code of Practice 2016  <a href="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/records-management-code-of-practice-for-health-and-social-care-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/records-management-code-of-practice-for-health-and-social-care-2016</a></p>
10) Right to complain	<p>You have the right to complain about the use of your personal data.</p> <p>You can contact the Trusts Data Protection Officer at:  Data Protection Officer  George Eliot Hospital  College Street  Nuneaton  CV10 7DJ  <a href="mailto:Data.ProtectionOfficer@geh.nhs.uk">Data.ProtectionOfficer@geh.nhs.uk</a></p> <p>If you remain dissatisfied with the Trust's decision following your complaint, you may wish to contact the Information Commissioner's Office, you can use this link <a href="https://ico.org.uk/global/contact-us/">https://ico.org.uk/global/contact-us/</a></p> <p>or calling their helpline Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate)</p> <p>Information Commissioner's Office  Wycliffe House  Water Lane  Wilmslow  Cheshire  SK9 5AF</p>

For more information on the data processed by the Trust and your rights please see the Trusts Privacy Notice available at: <http://www.geh.nhs.uk/about-us/gdpr-privacy-notice/>