

# Privacy Notice

The Provider of your care (your GP, Pharmacist, Dentist, Hospital, Ambulance Service or out of hours and Emergency care provider) is the controller of the information gathered by the health professional for data protection purposes.

When you log in for an appointment using the NHS Wales Consulting Service we will process your name, phone number and date of birth so that the health professional providing your care will know who is in the waiting room, and can confirm who you are when they see you. These details are deleted within an hour of your consultation.

In providing a video consultation, the personal information exchanged between you and the health professional during the call will be done so over a secure encrypted internet channel. Your consultation will not be recorded, only you and your health professional will be aware of what is discussed. The health professional will make notes during and/or after the consultation for inclusion in your health records in the same way as they would do if you attended an appointment in person.

At your request or at the request of the health professional, other individuals may be invited to join the call, for example, a family member to provide you with support or another health professional if considered appropriate.

Aneurin Bevan University Health Board, Headquarters, St. Cadocs Hospital, Caerleon, NP18 3XQ provides the NHS Wales Video Consulting Service system on behalf of NHS Wales and is considered a Joint Controller with your health care provider for the administration of the system. Aneurin Bevan University Health Board does not access any health data that you provide in the course of your consultation or disclose this information to third parties.

Information that does not identify you is collected about the time of your call. The length of your call and similar technical data may be collected for the purposes of further developing and improving the NHS Wales Video Consulting Service.

The NHS Wales Video Consulting Service uses your IP address and access device type to process your call effectively. These are deleted from the NHS Wales Video Consulting Service system within 3 months. This information cannot be combined with other details you provide to identify you.

Your IP address is sent to Google Analytics for web access statistical reporting. Technical details in connection with visits to this website are logged, collected and used by our host, Amazon Web Services and Google Analytics.

Most browsers accept cookies automatically, but you can alter the settings of your browser to erase cookies or prevent automatic acceptance if you prefer. Generally, you have the option to see what cookies you've got and delete them individually, block third party cookies or cookies from particular sites, accept all cookies, to be notified when a cookie is issued or reject all cookies. Visit the 'settings', 'options' or 'preferences' menu on your browser to change settings.

## ***Contact Details of the Data Protection Officer***

Your health care provider is required to appoint a data protection officer (DPO). This is an essential role in facilitating practice accountability and compliance with GDPR. Please refer to your health care provider for details of their DPO if you require any further support.

The Data Protection Officer for Aneurin Bevan University Health Board who is responsible for the NHS Wales Consulting Service is:

Richard Howells  
Data Protection Officer  
Aneurin Bevan University Health Board  
Mamhilad House  
Mamhilad Park Estate  
Pontypool  
Torfaen  
NP4 0YT

## ***Your Rights***

The General Data Protection Regulation (GDPR) includes a number of rights. We must generally respond to requests in relation to your rights within one month, although there are some exceptions to this.

The availability of some of these rights depends on the legal basis that applies in relation to the processing of your personal data, and there are some other circumstances in which we may not uphold a request to exercise a right. Your rights and how they apply are described below.

### ***Right to be Informed***

Your right to be informed is met by the provision of this privacy notice, and similar information when we communicate with you directly – at the point of contact.

### ***Right of Access***

You have the right to obtain a copy of personal data that we hold about you and other information specified in the GDPR, although there are exceptions to what we are obliged to disclose.

A situation in which we may not provide all the information is where in the opinion of an appropriate health professional disclosure would be likely to cause serious harm to your, or somebody else's physical or mental health.

### ***Right to Rectification***

You have the right to ask us to rectify any inaccurate data that we hold about you.

## ***Right to Erasure ('right to be forgotten')***

You have the right to request that we erase personal data about you that we hold. This is not an absolute right, and depending on the legal basis that applies, we may have overriding legitimate grounds to continue to process the data.

## ***Right to Restriction of Processing***

You have the right to request that we restrict processing of personal data about you that we hold. You can ask us to do this for example where you contest the accuracy of the data.

## ***Right to Data Portability***

This right is only available where the legal basis for processing under the GDPR is consent, or for the purposes of a contract between you and the Practice. For this to apply the data must be held in electronic form. The right is to be provided with the data in a commonly used electronic format.

## ***Right to Object***

You have the right to object to processing of personal data about you on grounds relating to your particular situation. The right is not absolute, and we may continue to use the data if we can demonstrate compelling legitimate grounds.

## ***Rights in relation to automated individual decision-making including profiling***

You have the right to object to being subject to a decision based solely on automated processing, including profiling. Should we perform any automated decision-making, we will record this in our privacy notice, and ensure that you have an opportunity to request that the decision involves personal consideration.

## ***Right to complain to the Information Commissioner***

You have the right to complain to the Information Commissioner if you are not happy with any aspect of Practices processing of personal data or believe that we are not meeting our responsibilities as a data controller. The contact details for the Information Commissioner are:

Information Commissioner's Office  
Wycliffe House  
Water Lane,  
Wilmslow SK9 5AF  
Website: [ico.org.uk](http://ico.org.uk)  
Tel: 0303 123 1113