



Research and Development Department

Privacy Notice

As a Foundation Trust, we are committed to being a research active organisation that is recognised as a world-class provider of emergency and urgent care. This is achieved by improving clinical outcomes and patient experience through the safe implementation of innovation, service evaluation and research findings.

The importance of working closely with other health and social care agencies, academic partners and industry is seen by the Trust as key to its success when driving forward the safe adoption and spread of innovation and best practices grounded in evidence.

This Privacy Notice informs you of our processes and procedures regarding the collection, use, and disclosure of personal data when you elect to participate in areas relevant to research within South East Coast Ambulance Service NHS Foundation Trust (SECamb). It also provides information regarding the choices you have associated with your data.

We use a range of data / information which is used to assess and improve the service provided by the Trust as well as the wider healthcare environment. By opting into the provision of data, you agree to this information being collected and used both in accordance with this Privacy Notice and within the specifications defined relevant to the highlighted project*.

Unless otherwise defined, the terms used in this Privacy Notice have the same meanings as those used within the Research and Development Department (RDD) supporting documents.

**All research projects will specify what data is being requested, the reasons why (the legal basis) and how this data / information will be used, shared and managed.*

Information Collection

We have a duty to protect your personal information and confidentiality, and we take our responsibilities very seriously. We are committed to taking all reasonable measures to ensure the confidentiality and security of personal data, whether it is in digital form or on paper.

Everyone working for SECamb must comply with Data Protection legislation and the Common Law Duty of Confidentiality. Information you provide to us will be used in confidence and only for the purposes explained to you and to which you consented, unless there are other circumstances covered by the law.

SECamb complies with the NHS Confidentiality Code of Conduct. All our 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.



Due to the diversity of research several different types of information may be collected in order to help maintain and improve healthcare and the process surrounding its provision.

Types / Use of Data Collected Personal Data

Following the gaining of consent, we may ask you to provide us with personal identifiable information ("Personal Data") which can be used to contact or identify you.

Personally identifiable information may include, but is not limited to:

- Biographical e.g. phone numbers, email, residential address.
- Appearance and behaviour e.g. weight or character traits.
- Demographical e.g. name, gender, age, profession
- Health e.g. medical history, clinical observations

Sensitive information may include, but is not limited to:

- Ethnicity
- Disease
- Physical or mental state
- Medical condition

Our staff are trained to handle your information correctly and protect your privacy. We aim to maintain high standards, adopt best practice for our record keeping and regularly check and report on how we are doing.

Your information is never collected for direct marketing purposes and is not sold on to any other third parties. Your information is not processed overseas.

SECamb Research and Development Department may use the collected data for various purposes although this will be specified each time a request is made for information.

- To notify you about opportunities to participate in upcoming research activities.
- To allow you to participate in future activities should you choose to do so?
- To provide analysis or valuable information so that we can improve the service provided both locally and further afield.

If we need to use your personal information for any reason beyond those stated above, we will discuss this with you. It is essential that your details are accurate and up to date. Always check that your personal details are correct and please inform us of any changes as soon as possible.



Lawful Basis

All data collected, analysed and held by SECamb for the purpose of research is performed for one of the following reasons as set out below. These provide details about the 'lawful basis' used for processing your personal information.

Each request made for information will identify which of the following reasons (lawful basis) are appropriate for that given project.

Public authorities (e.g. Universities, NHS, and Research Council Institutes) are funded by the public purse in order to conduct tasks that are considered to be in the 'Public Interest'.

Therefore, the legal reason that public authorities will have to hold and use personal data is most likely to be:

Article 6 (1) (e) Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested the controller.

Where consent is required for data collection this is supported by:

Article 6 (1) (a) The data subject has given consent to the processing of his or her personal data for one or more specific purposes

For research conducted by other organisations, such as charity research institutes that are not public authorities, and commercial companies, the most appropriate lawful basis is likely to be:

Article 6 (1) (f) Processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data, in particular where the data subject is a child.

The UK General Data Protection Legislation (UK GDPR) was written with research in mind, in fact one of the additional conditions for holding and using special categories of personal data (for all organisations, public authority or otherwise) is:

Article 9 (2) (j) Processing is necessary for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes in accordance with Article 89(1) based on Union or Member State law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject.



This refers to Article 89 (1) which outlines safeguards that are likely to be present in most scientific research already (see Introduction section). Research is managed tightly within universities, research council institutes, NHS, charities, etc. through governance mechanisms.

These governance arrangements provide research participants with assurance that their personal data is:

- Necessary to support research
- Will only be used to support legitimate research activities that are considered to be in the public interest, and
- Their interests are safeguarded/protected

Retention / Maintenance of Data

All information provided including personal data, will be stored securely and maintained according to current governmental and Trust guidance. Information is held for specified periods of time as set out in the NHSE Records Management Code of Practice 2023.

Access to stored information / records will be limited to those individuals who have a legal basis and specified within each project and / or subsequent request. All data will be managed by the Research Manager within the Research and Development Department. This also includes any central requests for information from which this information originates.

The SECAMB Research and Development Department will take all reasonable steps necessary to ensure that your data is treated securely and in accordance with this Privacy Notice. No transfer of your Personal Data will take place outside of the agreed criteria for each request.

Data will be retained securely by the Trust depending upon the required purpose. For contact emails this will be 12 months, following this time all participants will be contacted further to ask if they wish to continue to be involved.

For research studies data may be kept for a longer period of time. In these instances, full details will be supplied to those individuals prior to any collection being made.

You have the right to restrict how and with whom we share your personal information. You can choose to 'opt out' and choose not to have your information shared at any time.



National Data Opt-Out

National Data Opt-Out is a service which allows individuals the option to opt out of having their confidential information used for purposes beyond their individual care and treatment.

Health records contain a type of data called confidential patient information. This data can be used to help with research and planning. Under the National Data Opt Out service individuals can choose to stop their confidential patient information being used for Research and Planning.

This choice will only apply to the health and care system in England. This does not apply to health or care services accessed in Scotland, Wales or Northern Ireland.

Patient Control of Information

Individuals may choose to prevent their confidential information from being shared or used for any purpose other than providing care.

Individuals who decide that they do not wish their personal information to be shared and used for purposes other than for their care and treatment, should contact the GP Practice who they are registered with and ask for further information about how to register their objections. This should not affect the care and treatment they receive.

For further information and support relating to type 2 opt-outs please contact:

<https://digital.nhs.uk/services/national-data-opt-out>

<https://www.nhs.uk/your-nhs-data-matters/>

Further information relating to the National Data Opt out can be found within the SECamb Privacy Statement.

<https://www.secamb.nhs.uk/contact-us/how-we-use-your-information/national-data-opt-out/>

Should you choose to 'opt out' then please contact the Trust Research and Development Department at the address shown at the end of this Privacy Notice.

Security of Data

The security of your data is important to us, but it should be remembered that no method of electronic data storage is 100% secure. We will however strive to protect your Personal Data, in line with SECamb's on-going security processes.

Disclosure of Data If we need to use your personal information for any reason beyond those stated above, we will discuss this with you. You have the right to ask us not to use your information in this way. However, there are exceptions to this which are listed below.



The public interest is thought to be of greater importance for example:

- If a serious crime has been committed
- If there are risks to the public or our staff
- To protect vulnerable children or adults
- We have a legal duty, for example registering births, reporting some infectious diseases, wounding by firearms and court orders
- We need to use the information for medical research.
- We have to ask permission from the Confidentiality Advisory Group (appointed by the NHS Health Research Authority)

Data Protection laws gives individuals rights in respect of the personal information that we hold about you.

These are:

1. To be informed why, where and how we use your information.
2. To ask for access to your information.
3. To ask for your information to be corrected if it is inaccurate or incomplete.
4. To ask for your information to be deleted or removed where there is no need for us to continue processing it.
5. To ask us to restrict the use of your information.
6. To ask us to copy or transfer your information from one IT system to another in a safe and secure way, without impacting the quality of the information.
7. To object to how your information is used.
8. To challenge any decisions made without human intervention (automated decision making).

How you can access your records

Data Protection legislation gives you a right to access the information we hold about you on our records. Details of the information you are requesting are needed, this should include full name, the type of information this relates to and the approximate date.

The Trust will provide your information to you within 30 calendar days from receipt of the request. There is no fee payable for this service.

Please email us at pet.secamb@nhs.net

Or write to us at:

South East Coast Ambulance Service Ambulance
Headquarters Nexus House,
4 Gatwick Road,
Crawley RH10 9BG



Data Controller and Data Protection Officer

SECamb is a registered Data Controller with the Information Commissioner's Office and has a Data Protection Officer, responsible for ensuring your confidential information is kept safe and secure.

SECamb has a designated "Caldicott Guardian", who is responsible for the management of patient information and confidentiality and a designated Senior Information Risk Owner (SIRO) who is responsible for ensuring the robust management of all information assets, any associated risks and incidents that occur.

Both roles are undertaken by senior members of the Trust Board. Should you have any further queries on the uses of your information, please speak to our Research Manager or Data Protection Officer – Caroline Smart, Head of Information Governance.

Should you wish to lodge a complaint about the use of your information, please contact our Patient Experience Team at:

South East Coast Ambulance Service NHS Foundation Trust
Ambulance Headquarters
Nexus House
Gatwick Road
Crawley RH10 9BG

Alternatively call us between 9.30am and 4pm, Monday to Friday, (not including Bank Holidays) on 0300 1239 242.

If you think any information in your records is inaccurate or incorrect, please let us know.

If you are still unhappy with the outcome of your enquiry you can write to:

The Information Commissioners Office
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire SK9 5AF
Telephone: ICO helpline on 0303 123 1113

An additional Trust wide Privacy Notice can be found at: www.secamb.nhs.uk



Changes to this Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on the Research and Development Department page of our SECAMB website (www.SECAMB.nhs.uk)

If you have provided any data for use within a current project, we will inform you via email as to the change and advise what this may mean to you. This Privacy Policy will be referenced as part of any information request made by the Research and Development Department.

Contact Us

If you have any questions about this Privacy Policy, please contact us:

By email: Research@secamb.nhs.uk