

Standalone Privacy Notice

Survey with 999 callers: Initial text

Title of Study: Emergency Medical Services Streaming Enabled Evaluation In Trauma: The SEE-IT Trial

IRAS number: 302216

UEC/REC ref: 21/LO/0912

What is The SEE-IT Trial?

Researchers at the University of Surrey are collaborating with South East Coast Ambulance NHS Foundation Trust to test whether using live streaming from the scene of an incident helps ambulance dispatchers to make faster decisions about the help that is required. GoodSAM is the system that is being used to enable live streaming – it works by allowing the Ambulance Control Centre to use the camera in your smartphone to see what is happening at the scene of an incident, rather than just relying on what you are able to tell them as the bystander. Live streaming may or may not have been used when you recently called 999 due to an incident you witnessed. Please note that nothing is recorded on your phone or by the Ambulance Control Centre.

The study was designed so that some of the time live streaming is being used, and some of the time it is not being used – so this may have been something you used or not. The ultimate aim of our research is to see if using the camera and live streaming from the scene of incidents helps the dispatcher in the Ambulance Control Centre to make quicker and more accurate decisions about the help that is required. You were sent a text message to invite you to participate in this research project so we can better understand your experiences of calling 999 (and use of live streaming if relevant).

For the purposes of this research project, we used the phone number provided by you when you called 999 to send you a text message inviting you to take part in a short survey about your experiences. By signing the consent form provided to you, you are consenting to participate in this research project, the details of which are laid out in the participant information sheet.

All of the details relating to the research study, including what data we collect, how it is used and processed is contained within this privacy notice and the participant information sheet.

What personal data is collected?

We will use the mobile phone number you provided when you called 999 to send the initial text inviting you to participate in this research project.

The lawful basis we rely upon under UK General Data Protection Regulation (GDPR) is Article 6 1 e meaning we have established that using your data in this way is in the public interest. It is in the public interest to understand how live streaming from

incidents affects the user, which is critical to the purposes assigned to the wider research project.

How will my data be used?

We will use your personal data to:

Send a text message to your phone inviting you to participate in this research project.

The text message will invite you to participate in the research project. You will not be included in the research project unless you explicitly consent to do so via the online consent form.

Your information will only be used for these purposes unless we tell you otherwise. It will only be used by the Ambulance Control Centre, which may be members of SECAMB or KSS. Your personal information will not be shared with or sold to other organisations to enable them to contact you for marketing or other purposes.

If you ignore the text, you will not be consenting to participate in the research project and therefore, your data will not be used in any further way for this project.

How long will you keep my data?

Your data will not be kept separately for the purpose of this project; therefore, your data is kept in line with our main privacy policy linked below.

Your telephone number will be stored securely for 2 weeks whilst we allow you time to consider if you wish to be involved, and then deleted. Your telephone number will only be used to contact you to ask you if you want to take part in the SEE-IT Trial.

What are my rights?

Data protection laws give individuals rights in respect of the personal information that we hold about them. These are:

1. To be informed why, where and how we use your data
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 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 data
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)

Further information on how we manage your information when you make a 999 call can be found in our privacy notice, linked below.

Organisations Privacy Notices.

Further information relating to South East Coast Ambulance Service can be found here: <https://www.secamb.nhs.uk/privacy-statement/> and here <https://www.secamb.nhs.uk/wp-content/uploads/2021/02/Privacy-Notice-RDD-V.0.1.pdf>

Further information relating to KSSAAT can be found here: <https://www.aakss.org.uk/privacy-statement/>

Further information relating to University of Surrey can be found here: <https://www.surrey.ac.uk/information-governance/data-protection>

Where can I find out more information?

You can find out more information about The SEE-IT Trial here: www.surrey.ac.uk/SEEITstudy.

If you have any questions about the use of your personal data in this project or you want to exercise any of your data subject rights, please contact

The Data Protection Officer
South East Coast Ambulance Service NHS Foundation Trust
Nexus House
Gatwick Road
Crawley
RH10 9BG
Email: information.governance@secamb.nhs.uk

The Data Protection Officer
Kent, Surrey & Sussex Air Ambulance Trust
Rochester City Airport
Maidstone Road
Chatham
Kent ME5 9SD
Email: dataprotection@aakss.org.uk

Suzie Mereweather (Data Protection Officer)
University of Surrey
Guildford
Surrey
GU2 7XH
Email: dataprotection@surrey.ac.uk