

PRIVACY NOTICE – PUBLIC MEMBERSHIP

INTRODUCTION

This document summarises who we are, what information we hold about you, what we will do with the information we hold including who we may share it with and how long we will keep the information for. This document also explains what rights you have with respect to your information.

WHO ARE WE AND WHAT DO WE DO?

Our Trust, which was established in 1995, manages three hospitals based on two sites: the Royal Liverpool University Hospital, Liverpool University Dental Hospital and Broadgreen Hospital. We are the major adult university teaching hospitals trust for Merseyside and Cheshire and our hospitals have often been at the forefront of medical breakthroughs.

We provide general hospital services to the adult population of Liverpool with one of the busiest emergency departments in the North West, where we provide care and treatment for patients who have life threatening injuries and serious illnesses such as strokes and heart attacks. We also provide care for patients with more routine illnesses and injuries, such as fractures.

The Trust is registered with the Information Commissioner's Office (Registration Number Z8191159)

Trust Contact Details:

Our name, address and contact details are:

Royal Liverpool University Hospital
Prescot Street
Liverpool
L7 8XP

Membership Office Contact Details:

Membership Office, 2nd Floor
Royal Liverpool University Hospital
Prescot Street
Liverpool
L7 8XP
Tel – 0151 706 4648
Email – foundationtrust.office@rlbuht.nhs.uk

WHAT WE MEAN BY PUBLIC MEMBERSHIP

A member of the public can become a 'member' of the Royal Liverpool and Broadgreen University Hospitals NHS Trust. Public members will support the Trust to make a difference in the services we deliver. The Trust would like to engage and involve members of the public in service development and redesign. In addition to this the Trust would also like to make you aware of events, activities and campaigns.

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WHAT INFORMATION WE COLLECT ABOUT YOU

The Trust will collect personal and sensitive information about you. This information is necessary in order to contact you and it will allow us to understand the demographics of our members, helping to ensure that our communications are as representative of the population as possible.

Personal information will include: -

- Your name
- Your address and post code
- Your date of birth
- Your telephone number (if provided)
- Your email address (if provided)
- Your preferred contact details (if provided)
- Your opinions (if requested and provided e.g. in response to consultations etc.)

Sensitive or special categories of data will include: -

- Your gender (if provided)
- Your racial or ethnic origin (if provided)
- Whether you identify as having a disability or long term health condition (if provided)
- Sexual Orientation (if provided)
- Whether you are a carer (if provided)

Personal data means any information relating to an identified or identifiable individual; an identifiable person is one who can be identified directly or indirectly.

HOW WE COLLECT INFORMATION ABOUT YOU

We will only collect information about you if you have provided it to us and have given your consent for us to use it for this purpose. You will provide us with your information in the following ways: -

- Online membership application form
- Paper/Postal membership application form

HOW WE USE THE INFORMATION ABOUT YOU

The Trust collects information from you in order to contact you about our services and events.

As a minimum we will send you a copy of the Trust's Magazine which features news, events and other general information relating to the Trust and its wider service interests (currently circulated via email only).

THE LAWFUL BASIS FOR US USING YOUR INFORMATION

The lawful basis for using your information is 'consent'. The Trust will not use your personal information if you have not given your consent for us to use it.

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- Patient ‘personal data’ is processed under Article 6 (1) (a) which states that “the data subject has given consent to the processing of his or her personal data for one of more specific purposes”.
- Patient ‘sensitive data’ is processed under Article 9 (2) (a) which states that “the data subject has given explicit consent to the processing of those personal data for one or more specified purposes”.

This lawful basis means that individuals have the right to ‘withdraw consent’ at any time. See ‘your individual rights’ below for details of how to do this.

There may occasions when we will be obliged to process your information in order to comply with a court order, to prevent or detect crime or to comply with the law. Where we do this we will process your personal data to comply with a legal obligation to which the Trust is subject.

If we process your information for other purposes that are not described above then we will seek your consent to do so before we processes it.

WHO WE SHARE YOUR INFORMATION WITH

The Trust has a contract in place with the Membership Engagement Service (MES).

MES provides organisations with systems that support them with community engagement. MES provides the Royal Liverpool and Broadgreen University Hospitals NHS Trust with access to a secure platform (server and database) that the Trust uses to hold its register of members.

MES Contact Details

MES
33 Clarendon Road,
London,
N8 0NW
Tel: 020 8829 2330
Email: enquiries@membra.co.uk
Web: <https://www.membra.co.uk>

MES has their own privacy notice which can be viewed by clicking [here](#).

The Trust will not sell your information, nor will it be used for marketing purposes.

HOW LONG DO WE KEEP YOUR PERSONAL INFORMATION FOR?

Your membership information will only be held for as long as you are a member of the Trust. You may request that your information is removed, which means you would no longer be a member.

If you no longer wish to be a member you can contact the Membership Office at the address above to confirm this.

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WHAT MEASURES DO WE TAKE TO PROTECT YOUR INFORMATION?

We take our duty to protect your personal information and confidentiality seriously. We are committed to taking all reasonable measures to ensure the confidentiality and security of personal data for which we are responsible, whether computerised or on paper.

We have appointed a Senior Information Risk Owner (SIRO), a 'Caldicott Guardian' and Data Protection Officer who between them are responsible for the management of confidentiality.

We use control systems to allow only those that have a need to access your records and we have monitoring systems in place to verify who has accessed your records.

Under the NHS Confidentiality Code of Conduct, all our staff are also required to protect your information, and inform you of how your information will be used. Everyone working for the NHS is subject to the common law duty of confidentiality. Information provided in confidence will only be used for the purposes advised or consented to, unless it is required or permitted by the law.

Information Security and Confidentiality is included within the Trust's mandatory training with a refresh required on an annual basis.

WHAT ARE YOUR RIGHTS IN RELATION TO YOUR PERSONAL INFORMATION?

Unless subject to an exemption, you have the following rights with respect to your personal data: -

1. To be informed - this enables you to be informed how your data is processed.
2. Right of access - this enables you to receive a copy of the personal information held about you and to check the lawful processing of it.
3. To rectification - this enables you to have any incomplete or inaccurate information held about you corrected.
4. To erasure - this enables you to ask to delete or remove personal information where there is no good reason for continuing to process it.
5. To restrict processing - this enables you to ask to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.
6. To data portability - this enables you to transfer your electronic personal information to another party.
7. To object - this enables you to object where processing your personal information is for direct marketing purposes.
8. In relation to automated decision making & profiling - this enables you to be told if your data is being processed using automated software.

Further information about your rights can be found via the Information Commissioners website, which is <https://ico.org.uk/>

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WHAT HAPPENS IF WE NEED TO TRANSFER YOUR INFORMATION ABROAD?

The Royal Liverpool and Broadgreen University Hospitals NHS Trust will not transfer your information outside the European Union. If this changes at any point we will inform you of that change and the circumstances of how it will be processed

WHAT IF WE WISH TO USE YOUR INFORMATION FOR ANOTHER PURPOSE?

If we wish to use your personal information for a new purpose, not covered by this Privacy Notice, then we will provide you with a new notice explaining the new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we ensure there is a legal justification for such processing

WHERE CAN YOU GET FURTHER INFORMATION?

If you do not wish to have your information used in any of the ways described or wish to enact any of your rights under this notice, please contact:

Subject Access Requests:

Email: SAR@rlbuht.nhs.uk

(Please note forms sent to us via email may be sent using an unsecure connection, by sending your form to us via this method you are confirming that you accept the risks involved.)

Postal Address: Subject Access Request Office

Patient Access Department
Broadgreen hospital
Liverpool
L14 3LB

You can also hand deliver completed applications at the main reception of the Royal Liverpool University Hospital, Prescot Street, Liverpool, L7 8XP.

GDPR Legal Concerns:

The hospital has appointed Suzanne Crutchley from MIAA as the Data Protection Officer, Suzanne can be contacted via the following email address dpo@rlbuht.nhs.uk or via the Information Governance team on 0151 706 3671.