



## PRIVACY NOTICE – FOUNDATION TRUST 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 WE ARE

The Countess of Chester Hospital NHS Foundation Trust is a public organisation providing specialist medical services. As the Countess of Chester is a Foundation Trust, it needs to maintain a Trust Membership scheme.

The Trust is registered with the Information Commissioners Office (ICO) – Z6903413

Our name, address and contact details are:

Countess of Chester Hospital NHS Foundation Trust  
Liverpool Road  
Chester  
CH2 1UL  
Tel: 01244 365000  
[www.coch.nhs.uk](http://www.coch.nhs.uk)

### WHY DO WE COLLECT INFORMATION ABOUT YOU?

We need information about you so that we can manage and maintain the Trust membership system. Trust membership is an inherent part of the governance arrangements of a Foundation Trust and is authorised under the NHS constitution.

### WHAT TYPES OF INFORMATION DO WE USE?

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

### WHAT DO WE USE YOUR INFORMATION FOR?

The Trust will use your information only for the purposes of managing and maintaining your membership of this Trust.

Where we do this we will process your **personal data** because it is necessary **for the performance of a task carried out in the public interest**.



There may be 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 process it.

#### WITH WHOM DO WE SHARE YOUR INFORMATION?

We share your information with Membership Engagement Services Limited (MES) in order that they can host the membership database. It is not given to any other third party unless we are legally obliged to do so.

Your demographics information, for example, your name and address, will be shared with an approved supplier, in order to send any information in relation to your membership of the Trust or for the purpose of enabling members to participate in Governor Elections, which are required to be run by an independent company.

We will not share your information for marketing, social media or insurance purposes unless we have your **consent** to do so.

#### 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 Trust Secretary at the address above to confirm this.

#### WHAT MEASURES SO 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 all information and the confidentiality of that information. We also have a specific department led by a Head of Information Governance. We use controlled systems to allow only those that have a need to access information are allowed to do so and we have monitoring systems in place to verify who has gained access.

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 by the service user, unless it is required or permitted by the law.

## 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:

- The right to request a copy of your personal data which the Countess of Chester Hospital holds about you;
- The right to request that the Countess of Chester Hospital corrects any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary for Countess of Chester Hospital to retain such information;
- The right to withdraw your consent to the processing at any time if you have previously given consent for processing;
- The right to request that the Countess of Chester Hospital provides you with your personal information and where possible, to transmit that data directly to another data controller, where your information has been processed with your consent;
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to the processing of personal data;
- The right to lodge a complaint with the Information Commissioners Office.

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

## WHERE CAN I GET FURTHER INFORMATION?

For Membership enquires, you can contact the Membership Office at the same address above or on 01244 365816.

For general enquiries you can contact the Information Governance Team at the same address above or on 01244 362113.