

PRIVACY NOTICE PATIENT EXPERIENCE DEPARTMENT

The Patient Experience Team may collect and store your information in line with the NHS' and national data protection legislation. We obtain your information from yourselves via the Friends and Family feedback test, All Wales surveys, bespoke surveys and Patient Stories. We collect and process your information in line with data protection legislation in order to provide better Health and Social Care, and to keep accurate, up-to-date records in order to better manage your care. We will only collect the data we need such as your name, contact number, email address and home address.

The more information we have about you will help us improve your care/experience and will lead to a better all-around health service for the future. If you ever need to make a complaint, your case can be properly investigated if we have more information to consider. Your information will also contribute towards national NHS statistics, research and audit, helping the health service to better review and improve care.

We share your information between relevant departments within the health service. This is done in line with data protection legislation. We may sometimes have to pass on information by law in the case of a court order being issued for example. We may also need to share your information with non-NHS staff in certain circumstances. We will do this if it is necessary, and we will discuss this with you at the time as required.

The Patient Experience Team will retain your information in line with national and legal guidelines.

Please note that your patient information will also be stored on our SNAP survey system and also our Datix system. If you are a staff member, please note that your Full name, job title and your place of work and can also be stored on our two IT systems that we use in the department.

You have many rights when it comes to your personal information. For example you have:

- The right to be informed (i.e. this privacy notice)
- The right of access (i.e. getting hold of your own information)
- The right to rectification (i.e. changing any errors)
- To the right to erasure (i.e. if there is a factual error, it should be amended)
- The right to restrict processing (i.e. limit the use of their data while investigation occurs)
- The right to object to processing (in certain circumstances i.e. if it is factually incorrect)

Patients - If you want to access your own clinical information, please contact the Access to Health Records Department via accesstorecords@wales.nhs.uk or 01656 752135.

Staff - If you want to access your won information regarding your employment, please contact the Human Resources Department via Workforce OD.

If you want to report a breach if you feel we have mishandled your information, please contact the Information Commissioner's Office (ICO) on 0303 123 1113 or via www.ico.org.uk

Swansea Bay Health Board (SB) can be contacted with any general queries on 01656 752752, or contact the Patient Experience Team, One Talbot Gateway, Baglan Energy Park, Baglan, Port Talbot, SA12 7BR or telephone 01639 684391. SB's Data Protection Officer can answer any queries you have about how the Health Board manages your information – sent to ABM.DPO@wales.nhs.uk or telephone 01639 684345.