



Privacy Notice

Organisational Development and Staff Experience Team

Staff Friends and Family Feedback Test

This privacy notice tells you what to expect when your information is processed by the **Organisational Development and Staff Experience Team**. You can contact the department at:

OD & Staff Experience Team,
Swansea Bay University Health Board,
Morrison Hospital,
Heol Maes Eglwys,
Morrison,
Swansea,
SA6 6NL

Telephone 01792 702222
Email: SBU.NationalSurvey@wales.nhs.uk

Why are we able to process your information?

We are legally able to process your personal information for Staff Surveys under Article 6.1(e) of the UK General Data Protection Regulation (UK-GDPR) as the processing is necessary for us to perform our official functions as an NHS body.

For what purpose we are processing your information?

We obtain information about you via the Staff Friends and Family Feedback Test. We collect and process your information to better understand and measure colleagues' experiences of working for Swansea Bay University Health Board, to help and improve staff experience, as well as improving the services that the Health Board provides.

It is a self-completed questionnaire, which is provided to all SBUHB colleagues, including volunteers. Colleagues who have concerns with the survey can raise them with their line manager or the Organisational Development and Staff Experience Team.

How long will we store it for?

We will not store personal information for longer than is required. Personal information will be anonymised when it is no longer required in an identifiable format. It will be stored in line with NHS retention guidelines and only for as long as required to complete their purpose. Your information will be stored on our CIVICA feedback system.

Who will we share your information with?

There may be occasions where we will share your information with others. This will only be done where there is a lawful basis to do so and in line with the purposes listed above.

Where required, the original feedback format will be shared with internal stakeholders and relevant Health Board staff. Any information shared with external stakeholders (e.g. Welsh Government, other NHS Wales Health Boards to benchmark, public bodies, regulatory bodies or legal professionals, CHC's) will be anonymous and any identifiable information removed. Some of the findings may also be shared at a high level via intranet bulletins and other internal communication means.

- We will use anonymised information for statistical analysis for reports internally and externally, and for service evaluation purposes. Reports shared externally will only be shared with appropriate stakeholders, for example, Director of Workforce and in appropriate formats

How can I contact the Data Protection Officer?

The contact details for the Data Protection Officer are outlined below:

Data Protection Officer
Headquarters, Swansea Bay University Health Board
1 Talbot Gateway
Port Talbot
SA12 7BR

Tel: 01639 683336

E-mail: sbu.dataprotectionofficer@wales.nhs.uk

What are your rights in relation to your personal data?

Under data protection law, you have rights we need to make you aware of. The rights available to you depend on our reason for processing your information.

- 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)

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.

You are not required to pay any charge for exercising your rights. We have one month to respond to you. You also have the right to lodge a complaint with a supervisory authority if you are unhappy about how your data is processed. In the UK, the supervisory authority is the Information Commissioner's Office whose contact details are provided below:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

On-line, live-chat: <https://ico.org.uk/make-a-complaint/your-personal-information-concerns/personal-information-concerns/>
Helpline: 0303 123 1113

Further guidance on how to exercise your rights is available on the ICO website at: <https://ico.org.uk/your-data-matters/>