

Non-Emergency Patient Transport Privacy Notice

Background

This notice provides you with details of our privacy practices in connection with the Non-Emergency Patient Transport service provided by HTG-UK NEPTS and the web-portal (CLERIC) they use to for transport bookings and what we do to maintain your right to privacy.

This notice supplements the Norfolk & Norwich University Hospitals NHS Foundation Trust's overarching Privacy Notice which is available on the internet at <https://www.nnuh.nhs.uk/?s=Privacy+Notice+&searchSiteSubmit=Search+site>

This privacy notice tells you what to expect us to do with your personal information.

Contact Details

By post: Norfolk & Norwich University Hospital, Colney Lane, Colney, NORWICH, NR4 7UY, GB or,

By email: info.gov@nnuh.nhs.uk

Purpose of processing i.e. the why	<p>To book, track, monitor and cancel transport for patients needing support to and from hospital appointments.</p> <p>The information in relation to non-emergency patient transport purposes will be used to manage bookings through the supplier, Health Transportation Group (HTG)</p>
What data we shall use	<p>Personal Data</p> <ul style="list-style-type: none">• Name, contact, DOB, Address, GP, NHS number• Transport requirements• Logistical details (e.g., pickup/drop-off locations) <p>Special Category Data (Sensitive data)</p> <ul style="list-style-type: none">• Mobility issues (e.g., mobility, support needs. stretcher required; wheelchair needed etc. to ensure the right type of vehicle is allocated)

Where we shall get personal information from	Directly from you to the HTG Call Centre or via our staff if they use CLERIC on your behalf.
Who we shall disclose the information to	<p>Health Transportation Group - HTG-UK NEPTs.</p> <ul style="list-style-type: none"> • HTG-UK provides the transport services for patients. <p>CLERIC</p> <ul style="list-style-type: none"> • CLERIC is contracted by HTG to provide an online web portal, where bookings can be made
How long we will keep the information?	Eight (8) years
<p>Lawful bases</p> <p>Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information</p>	<p>Personal Data</p> <ul style="list-style-type: none"> • Legal obligation – we have to collect or use your information so we can comply with what the commissioner (buyer) of the activity wants us to do. <p>Special category data</p> <ul style="list-style-type: none"> • Health or social care (with a basis in law)– we have to collect or use your information so we can deliver the health care we do.
Your Data protection rights	<p>All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.</p> <p>That is because by Data Protection Law, the legal obligation informing the activity does not allow for these rights to be applicable.</p>

	<p>Your Rights that are Applicable</p> <p>Your right of access - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for.</p> <p>Your right to rectification - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete.</p> <p>Your right to restriction of processing - You have the right to ask us to limit how we can use your personal information.</p> <p>If you exercise a right, we must respond to you without undue delay and in any event within one month.</p> <p>You can read more about your data protection rights here</p> <p>To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.</p>
<p>How to complain</p>	<p>If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.</p> <p>If you remain unhappy with how we have used your data after raising a complaint with us, you can also complain to the ICO.</p> <p>The ICO's address:</p> <p>Information Commissioner's Office Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF</p> <p>Helpline number: 0303 123 1113</p> <p>Website: https://www.ico.org.uk/make-a-complaint</p>