

## Overseas Visitors Service Privacy Notice-2

### Introduction

This notice is aimed at bringing to your attention that the Overseas Visitors Advice & Liaison Team of the Norfolk and Norwich University Hospitals NHS Foundation Trust (“the Trust”) shall be processing information about you in specific ways.

This notice supplements the Norfolk and Norwich University Hospitals NHS Foundation Trust’s (NNUH) main Privacy Notice which is available on the internet at <https://www.nnuh.nhs.uk/privacy-notice/>

### What is the Overseas Visitors Service?

The Overseas Visitors Service (OVS) is the team in the Trust responsible for ensuring the Trust meets its duties as set out in a law of the UK known as the NHS Charges to Overseas Visitors Regulations, which can be found on [www.legislation.gov.uk](http://www.legislation.gov.uk) and/or [www.gov.uk](http://www.gov.uk) .

**The Regulation tasks the Trust to check and charge patients who are not eligible for free NHS treatment as the Charging Regulations impose a legal obligation on the Trust to identify and recover charges from overseas visitors for certain NHS services.**

### What are the Service’s purposes for handling of personal information?

In order to fulfil the functions of the OVS, personal data shall be processed to:

- Assess and verify eligibility for free NHS care by asking about and validating your ordinary resident status in the UK.
- Assess and verify eligibility for free NHS care through your immigration status by sharing data with the Home Office.
- Record on a patient's NHS medical record if you are an overseas visitor, whether an exemption from charge category applies to you and on what date the assessment of your status in this regard took place. The NHS Record refers to patient records held in patient administration systems and the Summary Care Record application.
- Store personally related information within Trust systems until the required retention period of such information is reached following which the information shall be deleted.
- To follow up with you in your home country or place of usual residence outside of the UK if you have not completed the required payments before treatment is concluded.
- Redeem any financial charges in conjunction with the Finance Team of the Trust from you if you are not eligible for free NHS Care in the hospital.
- Manage and fulfil reporting expectations placed on the Trust according to national NHS requirements.

### What rights do you have?

You have several rights under the UK GDPR which may be exercised:

- **Be informed** – *to be made aware of what would happen to your information.*
- **Access** – *to request to receive a copy of your information.*
- **Rectification** – *to request correction to your information.*
- **Restriction** – *to request your information is no longer processed.*
- **Object** – *to request your information is not processed for certain purposes.*

Please note these rights are not absolute rights which must always be satisfied. Some of these rights are subject to satisfaction at the discretion of the Trust as a data controller. If you wish to exercise your right please contact the Overseas Visitors office [overseas.visitors@nnuh.nhs.uk](mailto:overseas.visitors@nnuh.nhs.uk) copying in [info.gov@nnuh.nhs.uk](mailto:info.gov@nnuh.nhs.uk).

**What data will be collected and used?**

**Personal Data**

<ul style="list-style-type: none"> <li>• Full name (first name and surname)</li> </ul>	<ul style="list-style-type: none"> <li>• Date of birth</li> </ul>	<ul style="list-style-type: none"> <li>• UK address</li> </ul>
<ul style="list-style-type: none"> <li>• Telephone no</li> </ul>	<ul style="list-style-type: none"> <li>• Email address</li> </ul>	<ul style="list-style-type: none"> <li>• Address outside the UK</li> </ul>
<ul style="list-style-type: none"> <li>• Telephone no (outside the UK)</li> </ul>	<ul style="list-style-type: none"> <li>• Passport and visa related information</li> </ul>	<ul style="list-style-type: none"> <li>• EHIC details</li> </ul>
<ul style="list-style-type: none"> <li>• Nationality</li> <li>• Dual nationality</li> </ul>		

**What Legal basis allows for the processing activities to be carried out?**

- **The NHS Charges to Overseas Visitors Regulations 2015**
- **UK GDPR Article 6(1)(e):** *“Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller”.*
- **UK GDPR 9(2)(g):** *“Processing is necessary for reasons of substantial public interest, on the basis of domestic law”*

**How long your information will be kept for.**

Your healthcare data will be retained in line with the NHS Records Management Code of Practice 2021 Retention schedule.

Immigration & passport data: 1 year if required (chargeable).

Non -chargeable patient data is not retained.

**Who will receive your information?**

Your information will be shared with:

- The Home Office
- NHS England

**Who to contact for advice about your data use.**

For further advice and consultation about why and how personal data shall be handled in relation to the work of the Overseas Visitors Service, please contact the Trust Data Protection Officer / Information Governance Team via [Info.gov@nnuh.nhs.uk](mailto:Info.gov@nnuh.nhs.uk) or call 01603 286286.