

PRIVACY NOTICE FOR ATTEND ANYWHERE

Name of Data Controller	Norfolk & Norwich University Hospital, Colney Lane, Colney, Norwich NR4 7UY
Name of controller contacts/DPO	Mark Northcott, Data Protection Officer Email: info.gov@nnuh.nhs.uk

1. Background

This notice provides you with details of our privacy practices in connection with the Attend Anywhere video consulting system and website 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/privacy-notice/>

2. Purpose of processing

The Attend Anywhere platform is used to provide clinical consultation with patient via video.

3. Sources of Data

Norfolk & Norwich University Hospitals NHS Foundation Trust does not collect any personal data about you on this system and the associated Attend Anywhere website, apart from:

- information that you volunteer by completing the online form to enter your name, phone number and date of birth.
- Information that is submitted via the online form is encrypted and securely transferred to us. It is used solely for the purpose of identifying you to your clinical team. At the end of the video call this information is deleted from the system. Your IP address and access device type are used to process your call effectively and are deleted from the Attend Anywhere system within 12 months.

4. Disclosures of data:

Any information which you provide via this website is not made available to any third parties.

5. Retention and Storage of Data

Any information provided is used by Norfolk & Norwich University Hospitals NHS Foundation Trust solely for the purpose of processing your information request or video consultation.

Information entered to facilitate a video consultation **is not retained** at the end of the consultation. The video and audio elements of all calls **are not recorded** in the Attend Anywhere system. However, details of a consultation may be entered into an individual's medical or care record. These systems are subject to the appropriate Trust policies.

6. Categories of recipient

- Patients
- Health professionals

7. Categories of Personal Data

- First Name
- Last Name
- Date of birth
- Telephone number

8. Legal basis of processing

For UK GDPR purposes, Norfolk & Norwich University Hospitals NHS Foundation Trust's lawful basis for the processing of **Personal Data** is:

- Article 6(1)(b) – ‘...for the performance of a contract to which the data subject is party...’ and also
- Article 6(1)e ‘...exercise of official authority...’ and

9. How we keep your information confidential and secure.

Everyone working for the Trust and contracted by the Trust as a service provider has a legal duty to keep information about you confidential and secure.

All the data we collect about you as an individual are protected with multiple levels of security including industry leading encryption and access controls. Attend Anywhere is accredited to the standards set out by the NHS for protecting the healthcare information of UK citizens.

10. Your information, your rights

Data Protection legislation gives individuals rights in respect of the personal information which we hold about you. These are available in the Norfolk & Norwich University Hospitals NHS Foundation Trust's Privacy Notice link provided in section 1.

11. Questions / Complaints

If you have any queries or you would like to make a complaint regarding the use of your personal data, please contact the Trust contacts provided on the first page.

12. Updates

We may amend this privacy notice from time to time, so please review it frequently through the Norfolk & Norwich University Hospitals NHS Foundation Trust's internet site www.nnuh.nhs.uk and search for **Privacy Notice**.