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# Privacy notice for ECCH Virtual Ward Service

**Organisation name:** East Coast Community Healthcare (ECCH)

**Contact person:** Hannah Sewell, Data Protection Officer (DPO)

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East Coast Community Healthcare

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**Date of completion of this privacy notice:** 05/09/2023

This privacy notice explains how your information will be used, shared, and stored when you are in a virtual ward. For access to ECCH’s full privacy notice please visit <https://www.ecch.org/privacy-notice>

Virtual wards provide care, which you would otherwise receive in a hospital, in your own home. Health and care professionals monitor your health and wellbeing remotely, and community teams support you face-to-face when needed.

You can receive virtual ward care for a range of conditions that can be safely and effectively monitored at home including:

**Why we process, collect, and store your personal information.**

We collect, use, and store your information in order to provide you with care whilst you are part of a virtual ward. This will include exchanging information securely between the virtual ward technology platform, hosted by the Virtual Ward technology provider, and your main Electronic Healthcare Record

The information collected to administer care as part of the virtual ward will not be used for any other purpose without your permission.

**Who will your personal information be shared with?**

Your confidential information will be used and shared with those directly involved in caring for you, such as: community teams, social care staff, GPs, ambulance services etc.

If your care requires remote technology, such as apps, technology platforms, wearables and medical devices, the technology providers will have access to your data to allow your care team to remotely monitor your readings. The technology providers will not be able to use your information for any purpose other than supporting your care in the virtual ward and must pass a rigorous approval and assurance process to be granted access.

**What personal information we process, collect and store**

In virtual wards, we will use, collect, and store your confidential patient information.

This will include personal data such as: name, address, date of birth, NHS number etc.

It will also include special category data such as: ethnic group.

It will also include health data, including pulse oximetry readings, heart rate, blood pressure, etc.

If remote monitoring technology is involved in your virtual ward care, your cookies (which is a small piece of text sent to your browser which lets websites remember you) will also be processed by each technology provider according to their own privacy policy. The technology providers we use is [Feebris](https://www.feebris.com/). You can access their privacy notice at www.feebris.com)

**How long we store your personal information.**

The information we collect and use as part of the virtual ward forms part of your health and care records, and therefore will be retained in line with the [NHS Records Management Code of Practice](https://www.nhsx.nhs.uk/information-governance/guidance/records-management-code/).

**The legal basis for processing your information.**

Under the UK General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

1. We need it to perform a public task.

1. We need it to provide and manage health and care services.
2. We need it to protect against serious cross-border threats to health.

Where you receive care in a virtual ward specifically for people with COVID-19, the law allows your information to be used and shared appropriately and lawfully in the event of a public health emergency.

**Your data protection rights.**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to correct information which you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your information in certain circumstances.

**Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances.

You are not usually required to pay any charge for exercising your rights. If you make a request, we usually have one month to respond to you.

If you wish to exercise any of your rights, please contact us on the details provided at the start of this notice.

**How to complain**

In the event that you believe ECCH has not complied with the Act, either in responding to a request or in our general processing of your personal information, you should contact the ECCH’s Head of Information Governance, ECCH, Hamilton House, Battery Green Road, Lowestoft, Suffolk, NR32 1DE.

If you remain unsatisfied you can then contact the ECCH’s Senior Information Risk Owner (SIRO), ECCH, Hamilton House, Battery Green Road, Lowestoft, Suffolk, NR32 1DE.

If you are still unhappy after your complaint to us, you can also complain to the ICO, who can be contacted at:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>