



Bath and North East Somerset,
Swindon and Wiltshire Together

Maternity and Neonatal Independent Senior Advocacy (MNISA) - Privacy Notice

The NHS Bath and North East Somerset, Swindon and Wiltshire (BSW) Integrated Care Board (ICB) and NHS England are working together to deliver the MNISA service.

For the purposes of data protection laws, NHS Bath and North East Somerset, Swindon and Wiltshire ICB and NHS England are “joint controllers” for the use (processing) of your personal information in this notice. This means that we have both worked together to decide why and how your personal data is processed. It also means we are jointly responsible to you under the law for that processing.

To confirm -

- The NHS Bath and North East Somerset, Swindon and Wiltshire ICB is responsible for handling your personal information regarding any engagement you have with the MNISA service.
- NHS England has responsibility for providing the reporting system that the MNISA service (e.g. NHS Bath and North East Somerset, Swindon and Wiltshire ICB) uses to handle your personal information. For example, securely storing any information you provide when engaging with the service. NHS England will also process your de-identified and anonymised data to ensure the service works, can improve and adapt to any changing requirements.

In this notice, any reference to “we”, “us” or “our” is the NHS Bath and North East Somerset, Swindon and Wiltshire ICB and any reference to NHS England is given directly.

This notice describes how and why your personal information is used and by who. Any sharing of that information; by who and why. As well as how to contact us or NHS England should you have any questions or concerns about the use of your personal information.

Whilst the NHS Bath and North East Somerset, Swindon and Wiltshire ICB and NHS England are joint controllers for your information, the NHS Bath and North East Somerset, Swindon and Wiltshire ICB have taken responsibility to be the point of contact for any data protection queries. For further information about NHS England, including how to contact us, please see our privacy notice [here](#). The Bath and North East Somerset, Swindon and Wiltshire ICB privacy notice can also be accessed [here](#).

Our contact details

Name: Information Governance, NHS Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board (BSW ICB).

Address: NHS Bath and North East Somerset, Swindon and Wiltshire ICB, Jenner House Avon Way, Langley Park, Chippenham, Wiltshire, SN15 1GG.

E-mail: bswicb.information.governance@nhs.net



The type of personal information we collect

We collect and process the following information:

- Your contact information; name, telephone number, email address
- Health related information
- Date and details relating to your experiences
- Racial or ethnic origin

How we get the personal information and why we have it

The personal information is provided directly by you for one of the following reasons:

- We collect personal data from you when you approach the MNISA service to engage with an Advocate/the service
- We use the personal data, you provide us with, in order to give you relevant support in relation to your experience
 - This includes:
 - Engaging with the healthcare setting you are involved in to seek improvement, dialogue or understand issues
 - Provide you with any signposting for other support relevant to your situation
- NHS England use your personal data to assess the viability of the service and ensure improvement in services; for both the MNISA and maternity services
 - This includes using de-identified information to help understand themes and trends raised, scope and reach of the service, to be able to report progress of the pilot and to help understand the impact of the MNISA work.

We may ask you specifically if we can access any healthcare setting records regarding your experience.

We may share your information with the healthcare setting you have told us about.

We will talk with you about what information we feel may be necessary to share in order to seek improvement or engage in discussions with them about your experiences.

We may share de-identified information with the ICB immediate line manager of your MNISA for the purposes of supervision.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases NHS Bath and North East Somerset, Swindon and Wiltshire ICB and NHS England rely on for processing your information under this service, and of which is special category data are:

- Article 6(1)(e) We need it to perform a public task.
- Article 9(2)(h) We need it for the provision and management of our health or social care system



How we store your personal information

Your personal information is stored securely on NHS England's Case Record Management IT system. Your personal information will not be routinely accessed by anyone in the NHS Bath and North East Somerset, Swindon and Wiltshire ICB or NHS England, apart from the MNISA themselves unless a technical issue arises with the IT system and it is necessary for NHS England to assess the issue to maintain the security and functionality of the system and its data. Or, your advocate is absent and your case, with your agreement, is transferred. We and NHS England will retain and dispose of your personal information in line with the [NHSX Records Management CoP V7.pdf \(england.nhs.uk\)](#).

Your MNISA may securely store a limited amount of information on the ICB IT system to manage their caseload and be supervised by their immediate Line Manager.

Your data protection rights

Under data protection law, you have a number of data protection rights. For example, right of access, where you have the right to ask us for copies of your personal information. You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

The regulatory body responsible for upholding data protection, the Information Commissioner's Office (ICO) also has information regarding data subject rights which can be found [here](#).

Please contact us at NHS Bath and North East Somerset, Swindon and Wiltshire ICB if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at scwcsu.palscomplaints@nhs.net or by phone 0300 561 0250

You can also complain to the ICO if you are unhappy with how we have used your data. Their address is:

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

Helpline number: 0303 123 1113

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