

Welsh Ambulance Services NHS Trust – Patient Experience Survey Privacy Notice

Under UK data protection law, the Welsh Ambulance Services NHS Trust is defined as the Data Controller and is responsible for the personal data processed when you submit responses to the feedback questions.

Our contact details

Name: Welsh Ambulance Services NHS Trust
Address: Ty Elwy, Unit 7
Richard Davies Road
St Asaph Business Park
St Asaph
Denbighshire
LL17 0LJ

The type of personal information we collect and process

We do not need to know your personal information as part of the survey, and advise you not to provide personal details that could identify you. If you do provide specific details about you such as your name and contact details, this may result in us processing your personal data. This privacy notice aims to advise you how we will process this information.

The data that we will ask for and process includes: -

- The area you are based;
- Your views and experience of the service you received;
- Gender, Age, Disability and other equality monitoring information.

The survey is voluntary, and some of the questions have 'not applicable' which you can select if they are not relevant to your experience. We will ask some general questions at the end about who you are, these can be skipped or left blank if you do not wish to answer them.

How we get the personal information and why we have it

We process the survey data to enable us to monitor and improve our service.

The lawful basis we rely on for processing this information are:

- (e) To perform a public task or in the public interest;
- (h) For the management of health or social care systems and services.

Anonymous survey results will be shared or disclosed to third parties such as Commissioners and Health Boards.

How we store your personal information

Survey responses are stored securely and confidentially by the Patient Experience & Community Involvement team. We use Microsoft as a Data Processor to facilitate the survey form. Your data will not be sent outside of the UK.

We do not aim to retain personal data, such as name and contact details, as part of the survey responses. Any such personal information will be erased after 3 months. Anonymised individual survey responses will be retained for a period of 2 years. We may need to keep this for longer where we are under a legal obligation or requirement to do so.

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 rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

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

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

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

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.

Please contact us at Amb.records@wales.nhs.uk, or 0300 123 2310 if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can contact the Data Protection Officer, Welsh Ambulance Services NHS Trust, Ty Elwy, Richard Davies Road, St Asaph, Denbighshire, LL17 0LJ, or email: amb.infogov@wales.nhs.uk

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

The ICO's address:

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

Helpline number: 0303 123 1113

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

Please also see our Patient Privacy Notice, and Your Information Your Rights for more information.