

Privacy Notice

Patient Participation and Engagement Group

Last Updated | November 2023

Plain English Summary

NHS North East London Integrated Care Board (NEL ICB / NEL) host a patient participation and engagement group to improve the quality of services delivered by NEL.

We collect and store information that has been received directly from you if you are actively involved in the patient participation or engagement group.

We will only share information provided by you as part of your participation with our patient engagement group if you have provided your explicit consent or when the law otherwise allows.

Please contact NEL if you no longer wish to have your data processed as part of our patient participation and engagement programme or wish to cease your engagement with the patient participation or engagement group.

General information

Controller contact details	NHS North East London CCG 4th Floor – Unex Tower 5 Station Street London E15 1DA www.northeastlondon.icb.nhs.uk
Data Protection Officer contact details	NHS NEL DPO nelondonicb.ig@nhs.net
Purpose for processing or sharing personal data	Undertaking statutory obligations for patient engagement set out for NHS Integrated Care Boards to involve their patient community in how health care services are provided for within the North East London geography.
Lawful basis for processing or sharing personal data	The lawful basis for processing your personal data for NEL Patient Participation and Engagement Group is: Article 6(1)(a) “the data subject has given consent to the processing of his or her personal data for one or more specific purposes”
Recipients or categories of recipients of personal data	Your data will not be ordinarily shared outside of NEL ICB unless we have asked you and you have consented. There are some circumstances described within UK GDPR and the Data Protection Act (2018) whereby your information can or must be disclosed without your consent such as for law enforcement and safeguarding of vulnerable adults and children. NEL Patient Participation and Engagement Group use a platform called Dotdigital to help them make best use of the patient feedback supplied by you. Dotdigital are a contracted processor to NEL ICB. Data you have consented to provide to NEL ICB will be processed on the Dotdigital platform and this data may be processed outside of the UK. Your consent for

	processing your data that you provide to us includes your consent for this processing.
Retention period for your personal data for this purpose	The data will be retained for the period as specified in the National NHS Records Code of Practice Retention Schedule .

Information rights relating to how your personal data is processed

The right to have access to your personal data	You have the right of access to your personal data held about you by the ICB. If you wish a copy of any data we hold about you please email us on nelondonicb.ig@nhs.net .
The right to have incorrect personal data corrected	You have the right to have incorrect personal data held about you by the ICB corrected. You can do this by contacting the Patient Participation and Engagement Group lead who will amend this for you. If you are unable to contact the Group lead then please contact us by email at nelondonicb.ig@nhs.net .
The right to have personal data erased or deleted	Where your personal data is collected by us from you with consent as the legal basis, you have the right to have personal data held about you by the ICB erased. You can do this by contacting the Patient Participation and Engagement Group lead who will do this for you. If you are unable to contact the Group lead then please contact us by email at nelondonicb.ig@nhs.net .
The right to object to processing of personal data	You have the right to object to your personal data held about you by the ICB being processed. The easiest way to do this is to contact the Patient Participation and Engagement Group lead who will delete your data. If you are unable to contact the Group lead then please contact us by email at nelondonicb.ig@nhs.net .

Making a complaint

Your right to complain about how your personal data is processed by us	Should you wish to make a complaint about how we have processed your personal data then please contact us in the first instance and we will do our best to resolve your complaint. You can contact our complaints team at nelondonicb.complaints@nhs.net Should you be unhappy with the outcome of your complaint to us you have the right to complain to the Information Commissioner's Office about how your personal data is processed by NEL ICB. You can contact them here: https://ico.org.uk/global/contact-us/ or by calling their helpline on 0303 123 1113 (local rate) or 01625 545 745 (national rate).
--	--