

## **Privacy Notice – Patient Satisfaction Survey**

**Regional Prescribing Support Dietetic Service**

**Northern Health & Social Care Trust (NHSCT)**

*Please note- Throughout the main body of this document the Regional Prescribing Support Dietetic Service will be known as ‘the service’*

**In order for the service to help provide a service for you we need to know some information about you. Personal information that we process about you is governed by the Data Protection Act 2018 and the General Data Protection Regulation (GDPR)**

### **Why does the Regional Prescribing Support Dietetic Service Team collect this information and what is it used for?**

We collect this information as it helps to review the service, ensuring it is delivering the highest standard of care to you. At times, we may use the results to outline to other teams/departments service impact. However, this will not be identifiable; it will be completely anonymous.

### **What kind of information is being collected?**

We only collect the information we need to. This includes some personal information such as your name; this is optional therefore if you prefer not to include your name, there is no way of tracing who the comments came from. Other information we collect, includes your age and your opinions on the service; benefits you have seen and how improvements to our service can be made.

### **How long is the information kept for?**

The data collection will be reviewed on a quarterly basis and once we have reviewed this, all personal information relating to your response will be discarded. However, we may continue to use the non-personal information beyond this timeframe.

### **What protections are in place to ensure non-disclosure of information?**

The Northern Health & Social Care Trust takes your privacy seriously. Staff will only access your information on a strict “need to know” basis. All staff have a legal duty to keep your information safe and confidential and are aware of their responsibilities in regards to your privacy. In compliance with legislation the Trust has a range of measures in place to protect paper and electronically held information.

### **Please contact the Regional Prescribing Support Dietetic Service Team if you have any questions about this Privacy Notice or the information that is held about you**

You may contact the service on:

**Phone: } To be decided before final version**

**Email:**

If you have any additional queries or concerns about the use of your information you can contact: Information Governance Department, Causeway House, 8e Coleraine Road, Ballymoney. BT53 6BP Tel: 028 276 61277