

# NHS 24

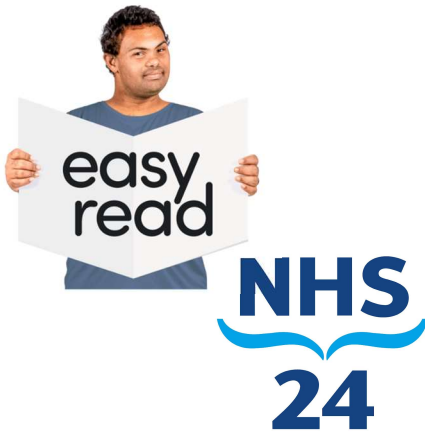


## Data Protection Notice

### About your personal information



## About this document



This is an Easy Read document.

It will tell you about the way **NHS 24** keeps and uses information about people.

This is also called a Data Protection Notice.



**NHS 24** is the main organisation giving:

- telephone urgent care services – things like the 111 service for when your GP is closed
- digital services – things like the NHS inform website for health information and advice





Tell us if you want this document in a different way, like:

- British Sign Language
- a different language
- large print
- braille

## What kinds of information we collect



We collect **personal information** about you.



**Personal information** means things like:

- your name and address



- your date of birth



- your phone number

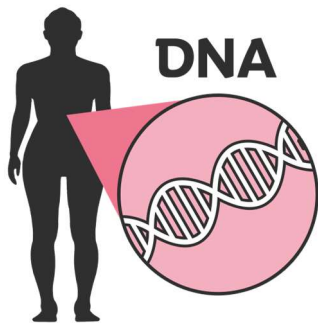
We might also collect information like:



- your ethnic group
- your religious beliefs
- your sex life
- whether you belong to a **trade union**
- information about your **genes**



A **trade union** is an organisation that looks after workers by talking to employers about things like pay and working conditions.



**Genes** are tiny pieces of information about our bodies.

They are made from something called DNA. And they are in every cell in our body.

The information we collect might be about things like:



- your health records
- your family and lifestyle
- your job and money
- the services you use
- what you look and sound like



In this document when we say information, we mean personal information.

## Who we collect information about

We collect information about:



- people who call NHS 24
- our patients
- our staff and volunteers
- people who work with us
- people who answer surveys
- people who ask questions
- people who complain
- our experts and consultants
- people on our CCTV footage

## Why we use this information



It is NHS 24's job to sort out the right healthcare for everyone in Scotland.

We use the information we collect about people to:



- get the right healthcare for each patient
- help stop crimes
- find out more about health
- look after our staff

## The law



We follow UK laws about personal information.

There are 2 parts of the General Data Protection Regulation (GDPR) laws called Article 6 and Article 9.



We follow these laws to make sure your personal information is safe.

## Where we get information from



We often get your information from you.



But sometimes information can be given to us by:

- GPs
- dentists
- opticians
- local councils
- other NHS Boards



If you phone NHS 24, the staff who answer the call can see some basic information about you.



## Who we share information with



We do not share all the information we have about someone, with other organisations.



We will only share the bits of information that are truly needed by another organisation.

Here are some of the people and organisations we share some information with:



- the patient themselves, or the people they are choosing to have supporting them
- NHS 24 staff
- government organisations which offer support
- professional staff like consultants



- law staff like lawyers who are working for you
- organisations like schools and police
- charities
- people who employ you

## How we keep information safe



We follow rules set by the Scottish Government about how long we can keep different types of information.



We make sure only the people who need to see your information can see it.



Our staff have signed special paperwork called contracts.

They agree that personal information is private and must not be shared.



There are lots of other ways that we make sure information is kept private.

Things like:

- staff training
- our computer systems
- having a leader for this

## Your rights

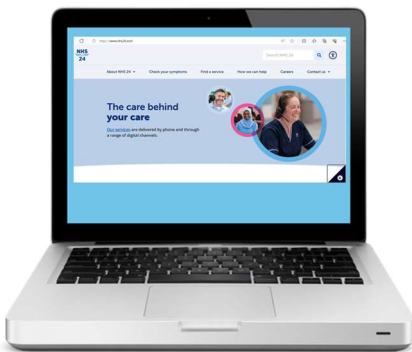


You have the right to be told by NHS 24 how your personal information is being used.



You have the right to get a copy of your own personal information.

You can get a copy of your own information by choosing 1 of these 3 ways.



1. Go to our NHS 24 website page [here](#).



2. Or send us an email at [DP@nhs24.scot.nhs.uk](mailto:DP@nhs24.scot.nhs.uk)

3. Or write to us at



Information Governance  
Aurora House  
3 Aurora Ave  
Clydebank  
G81 1BF



You have the right to ask us to correct your information if something is wrong.

You have the right to ask us to stop using your information, in some cases.



You have the right to **complain** about us using your personal information.

**Complain** means to tell an organisation that you are not happy about something.

If you want to complain about the way we are using your personal information, you can choose 1 of these 3 ways.



1. You can email the Data Protection Officer at [DP@nhs24.scot.nhs.uk](mailto:DP@nhs24.scot.nhs.uk)



2. You can phone the Data Protection Officer on

**0141 337 4501**



3. You can write to the Data Protection Officer at

Data Protection Officer  
NHS 24  
Aurora House  
3 Aurora Ave  
Clydebank  
G81 1BF



You can also complain to the Information Commissioner's Office by clicking on [their website here](#).