

How we use personal information



Document History			
Version	Date	Comments to	Author
4.2	November 2014	nss.dataprotection@nhs.net	NSS Privacy Advisor

What is personal information?

It is information that identifies you. It includes things like your name, address, date of birth and postcode.

About NHS National Services

www.nhsnss.org/index.php

NHS National Service Scotland (NSS) is a public organisation answerable to the Scottish Government. We provide services to, and carry out tasks for bodies associated with the health service in Scotland. Our supporting role to NHS Scotland means that we work closely with all our partner organisations, especially the NHS Boards, in the delivery of our services. The shared services and expertise that we provide help NHS Boards as well as other organisations to work more efficiently and save money.

NHS National Services Scotland is the common name of the Common Services Agency for the Scottish health service.

How we protect personal information

We take care to make sure your personal information is not given to any unauthorised people.

Our staff have a legal and contractual duty to keep personal information secure, and to handle confidential information safely.

We have an individual known as a 'Caldicott Guardian' whose job is to make sure that patient information is handled properly. We also have a Privacy Advisor whose job is to monitor how we use personal information.

Your personal information is protected by the Data Protection Act 1998. Under the Data Protection Act, we have to tell the Office of the Information Commissioner how we use personal information. You can see a copy of this on the Information Commissioner's website at www.ico.org.uk.

How we use and share personal information

Better blood products

www.scotblood.co.uk

We are the specialist provider of transfusion medicine in Scotland, supplying high quality blood, tissues, products and services across the country. We also collect and provide a range of other products and services, such as heart valves, tendons and bones for use in cardiac and orthopaedic surgery, together with blood stem cells to support Bone Marrow Transplant Units throughout Scotland. We support organ transplantation and undertake ground-breaking research related to blood component quality, safety and supply, to ensure that patients get access to new and improved products, technologies and therapies.

The personal information we hold to do this work includes contact details and relevant health information on blood and tissue donors.

Protecting public health

www.hps.scot.nhs.uk

We work to protect the Scottish public from being exposed to infectious and environmental hazards which damage their health. We continuously monitor these hazards and work with NHS Boards to limit any impact on health when such exposures cannot be avoided. To help us in this work we are given information by laboratories in NHS Boards, and local authorities such as water authorities, veterinary laboratories and the Scottish Environmental Protection Agency (SEPA).

The personal information we hold to do this work includes personal and health information, including information on risks and travel history.

Screening and specialist services

www.nsd.scot.nhs.uk and www.hfs.scot.nhs.uk

We commission and manage national screening programmes and specialist clinical services on behalf of NHSScotland. Working with NHS bodies across the UK, we ensure highly specialised treatments and screening programmes are available to the population of Scotland. We do occasionally use some personal information in order to ensure that Scottish residents get access to highly specialised services in Scotland, wider UK NHS and abroad when appropriate.

We also deliver specialist technical guidance, support and advice on healthcare buildings and equipment. As part of this work, we hold personal and health information on patients using oxygen in their own home.

Enabling better procurement

www.nhsscotlandprocurement.scot.nhs.uk

We are the NHSScotland's centre of procurement expertise. The personal information we hold to do this includes business and contact details on contractors and possible contractors; contact details on NHS staff and clients who are involved in buying products; and personal information and contact details on patients.

Supporting better decision-making

www.isdscotland.org

Since the start of the NHS, staff who provide care or treatment have collected data about patients in order to provide better care. As Scotland's national organisation for health information and statistics, we have led the collection and analysis of that data for almost 40 years. To help us in this work we use personal and health information on patients treated throughout the Scottish health service. We also collect and interpret information on the people working for the health service, and information on finances. This information is provided to us by NHS and care organisations. The statistical information and analysis we produce using this data supports the daily business of the Scottish health service, helping it make the right decisions for patients.

The Scottish Health Service Centre (SHSC) www.shsc.scot.nhs.uk provides a range of professional services and resources to support training and learning in the NHS. To support this work, the personal information we hold includes business and contact details of our customers, people who visit and utilise the SHSC conference centre, delegates attending conferences organised by our events team, users of the library service and details of medical, dental and health professionals held on the various systems we manage as part of our committee service function.

Ensuring quality local treatment

www.psd.scot.nhs.uk

A key service we provide is paying GPs (General Practitioners), dentists, opticians and pharmacists accurately and on time for the treatment they provide to the public. We also help patients find a GP or dentist or register for new pharmacy services. We register and update patient information on the Community Health Index (CHI) database, and transfer medical records between General Practitioner (GP) practices, so that GPs can give patients the best care. We also act as the agent of the Scottish Dental Practice Board which oversees the work of NHS dentists in Scotland. We pay dentists, approve treatment plans, and oversee the quality of dental care and treatment on its behalf. The personal information we hold on patients to do this range of work includes name, address, date of birth and Community Health Index (CHI) Number, and whether or not a person is an organ donor. It also includes treatment details provided by GPs, dentists, opticians and pharmacists as part of the payment process. The personal information we hold about GPs, dentists, opticians and pharmacists includes name, address, date of birth, professional registration number and their bank account details.

Fighting fraud

www.cfs.scot.nhs.uk

We work to protect Scotland's health from the impact of fraud. Our work includes raising awareness about NHS fraud, investigating allegations of fraud on behalf of NHS Boards, undertaking deterrence exercises and checking patient claims to ensure that exemption claims have not been made in error or fraudulently. To support this work, the personal information we hold includes business, contact and personal information about contractors and suppliers; personal information about NHS employees; a small amount of health information about NHS patients and people who would like to be NHS patients.

Supporting NHS technology

www.nisg.scot.nhs.uk

Our Information Technology services include the management and delivery of large-scale information and communications technology solutions to enable increased business capability and lower costs across Health and the broader public sector. Our portfolio of products includes: [Picture Archiving and Communications Systems \(PACS\)](#); the award-winning [Emergency Care Summary \(ECS\)](#); [SCI Gateway](#); [Scottish Health on the Web \(SHOW\)](#) and many more. The personal information we hold to do this includes business and contact details on contractors and possible contractors and contact details on NHS staff who develop and introduce information management and technology products. Sometimes, as part of this work, we hold personal and health information about patients, if

this is needed by an NHS health-care provider. This helps information management and technology products to be used, and NHSScotland to run smoothly.

Legal advice for the public sector

www.clo.scot.nhs.uk

Our Central Legal Office (CLO) provides a legal service to NHSScotland, and gives specialised and high-quality advice to the public sector in Scotland. To support this work, we use personal information such as the names and personal details of clients and people making a claim, which are used for legal and charging purposes. We also use personal health information and relevant medical records needed for legal purposes.

Supporting our own business

We also hold personal information on our staff, customers and suppliers. We use this information to carry out our responsibilities as an employer, and buyer and provider of goods and services.

For more information

Our Medical Director and our Privacy Advisor are responsible for monitoring how we use personal information.

You can contact them at:

Gyle Square,
1 South Gyle Crescent,
Edinburgh EH12 9EB.

Switchboard 0131 275 6000

Translation Service

If you would like this leaflet in a different language, large print or Braille (English only), or would like information on how it can be translated into your community language, please phone 0131 275 6665.