

Privacy Notice for members – 25 May 2018

This privacy notice for members explains how we use your personal information, the lawful basis by which we process your information and the details of our acting data protection officer.

Who we are we

The Lewisham and Greenwich NHS Trust is an NHS organisation. Our Trust headquarters is located at University Hospital Lewisham, Lewisham High Street, London, SE13 6LH. We are a 'data controller' in respect of the information we hold about you. This means that we are responsible for deciding how we use your personal information.

Our acting data protection officer

Our acting data protection officer is responsible for overseeing what we do with your information and monitoring our compliance with data protection laws. If you have any queries about why and how we hold your information you can contact our acting data protection officer by email at: lq.dpo@nhs.net

What information do we collect?

If you are a public member you will have provided personal information to us when you completed your membership application form (hard copy or online). We collect the personal information you provide to us as part of your membership and any further information you provide from time to time. We securely hold this on our membership database. This may include:

- Personal details (such as your name, date of birth, gender and race/ethnicity)
- Contact details (such as your address, landline and mobile telephone numbers and personal or work email address).

How do we use it?

We only keep and use the information we need to stay in contact with you as a member of the Lewisham and Greenwich NHS Trust. We use your personal data to:

- Ensure you are eligible for membership and to maintain a register of members
- Send you our member email newsletter
- Invite you to member events and our Annual General Meeting
- Keep you up to date with new services and developments at our hospitals and in the community
- Invite you to take part in Trust surveys and focus groups that may be of interest
- Ensure that the information we hold is kept accurate and up to date.

How long do we keep your personal information?

We keep your personal information for as long as you continue to be a member. We will delete your personal information when you cease to be a member. If you no longer wish to remain a member and keep up to date with news and developments at our Trust, you can

contact us at any time by emailing member.lg@nhs.net or by calling 020 8333 3000, Ext. 3422 or 6621.

How we contact you

We communicate with you mostly by email, and also by telephone and post for those members who don't have email. You can update your contact details at any time by contacting us. You can also opt out of our newsletters and updates at any time by selecting 'Unsubscribe' at the bottom of the member emails we send to you.

Who we share your personal information with

The third parties we share your information with are as follows:

- Membership Engagement Services, our membership provider, who host our members database.
- Printing and mailing services, for printing and sending you membership communications if you do not have email.

The lawful basis for processing your data

It is necessary for compliance with our legal obligations to process your personal information so that we can ensure you are eligible for membership, and because eventual Foundation Trust authorisation requires a membership to be in place. It is also necessary for the performance of a task carried out in the public interest so that we can invite you to events and meetings and send you information about our Trust. Where we hold gender and race/ethnicity details this will help us to monitor the diversity of our membership.

Transferring information outside the EEA

We will not transfer your information outside of the European Economic Area.

Security of your information

The information that you provide to us on your membership application form will be stored securely on our systems. We have security measures in place to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

For further information about your rights under GDPR, please see our website <https://www.lewishamandgreenwich.nhs.uk/gdpr->

Keeping you up to date

This privacy notice makes sure we continue to comply with privacy law and regulation. If we make any changes, we will post them on our website and notify you by email.

Here to help

If you have any questions about how we hold your personal information as part of your membership of Lewisham and Greenwich NHS Trust please contact our acting data protection officer at: lg.dpo@nhs.net Alternatively, you can contact Byron Charlton, head of information governance and assurance at byron.charlton@nhs.net or telephone 020 8333 3000, Ext. 8650.

If you wish to update your personal information or if you no longer wish to remain a member, please email us at member.lq@nhs.net or phone us on: 020 8333 3000, Ext. 3422 or 6621.