



Supplementary Privacy Notice – Covid19

Covid19 and your information – supplementary privacy notice on Covid19 for patients/service users – updated 4th March 2021

This notice describes how we may use your information to protect you and others during the Covid-19 outbreak. It supplements our main Privacy Notice.

The health and social care system is facing significant pressures due to the Covid-19 outbreak. Health and care information is essential to deliver care to individuals, to support health and social care services and to protect public health. Information will also be vital in researching, monitoring, tracking and managing the outbreak. In the current emergency it has become even more important to share health and care information across relevant organisations.

Existing law which allows confidential patient information to be used and shared appropriately and lawfully in a public health emergency is being used during this outbreak. Using this law the Secretary of State has required NHS Digital; NHS England and Improvement; Arms Length Bodies (such as Public Health England); local authorities; health organisations and GPs to share confidential patient information to respond to the Covid-19 outbreak. Any information used or shared during the Covid-19 outbreak will be limited to the period of the outbreak unless there is another legal basis to use the data. Further information is available on gov.uk [here](#) and some FAQs on this law are available [here](#).

During this period of emergency, opt-outs will not generally apply to the data used to support the Covid-19 outbreak, due to the public interest in sharing information. This includes National Data Opt-outs. However in relation to the Summary Care Record, existing choices will be respected. Where data is used and shared under these laws your right to have personal data erased will also not apply. It may also take us longer to respond to Subject Access requests, Freedom of Information requests and new opt-out requests whilst we focus our efforts on responding to the outbreak.

In order to look after your health and care needs we may share your confidential patient information including health and care records with clinical and non clinical staff in other health and care providers, for example neighbouring GP practices, hospitals and NHS 111. We may also use the details we have to send public health messages to you, either by phone, text or email.

We will also be required to share personal/confidential patient information with health and care organisations and other bodies engaged in disease surveillance for the purposes of protecting public health, providing healthcare services to the public and monitoring and managing the outbreak.

Further information about how health and care data is being used and shared by other NHS and social care organisations in a variety of ways to support the Covid-19 response is [here](#). NHS England and Improvement and NHSX have developed a single, secure store to gather data from across the health and care system to inform the Covid-19 response. This includes data already collected by NHS England, NHS Improvement, Public Health England and NHS Digital. New data will include 999

call data, data about hospital occupancy and A&E capacity data as well as data provided by patients themselves. All the data held in the platform is subject to strict controls that meet the requirements of data protection legislation.

In such circumstances where you tell us you're experiencing Covid-19 symptoms we may need to collect specific health data about you. Where we need to do so, we will not collect more information than we require and we will ensure that any information collected is treated with the appropriate safeguards.

During this period of emergency we may offer you a consultation via telephone or videoconferencing. By accepting the invitation and entering the consultation you are consenting to this. Your personal/confidential patient information will be safeguarded in the same way it would with any other consultation.

This Trust participates in a joint programme to support the delivery of remote/virtual outpatient appointments. Currently, this uses a system called Attend Anywhere. To enable us to deliver this service in the most efficient way possible, patients may be seen over a video call consultation by specialists from any of these Lancashire and South Cumbria Hospital Trusts:

- Blackpool Teaching Hospitals NHS Foundation Trust
- East Lancashire Hospitals NHS Trust
- Lancashire Teaching Hospitals NHS Foundation Trust
- University Hospitals of Morecambe Bay NHS Foundation Trust

To deliver services in this way, it will be essential for your personal details (relevant to the appointment) to be shared with the consultant/specialist seeing you. If you do not wish your details to be shared with consultants and specialists in more than one Hospital Trust, please let your GP or referring doctor know as soon as possible.

This section provides you with details of our privacy practices in connection with the Attend Anywhere video consulting system and website and what we do to maintain your right to privacy.

Lancashire Teaching Hospitals NHS Foundation Trust does not collect any personal data about you on this system and the associated Attend Anywhere website, apart from: information that you volunteer by completing the online form to enter your name, phone number and date of birth; and your IP address and access device type. Information that is submitted via the online form is encrypted and securely transferred to us. It is used solely for the purpose of identifying you to your clinical team. At the end of the video call this information is deleted from the system. Your IP address and access device type are used to process your call effectively and are deleted from the Attend Anywhere system within 12 months. Your IP address is also sent to Google Analytics for web access statistical reporting.

Any information, which you provide via this website is not made available to any third parties. Any information provided is used by Lancashire Teaching Hospitals NHS Foundation Trust solely for the purpose of processing your information request or video consultation. Information entered to facilitate your video consultation is not retained at the end of your consultation. The video and audio elements of your call are not recorded in the Attend Anywhere system. However, details of your consultation

may be entered into your medical or care record. These systems are subject to the appropriate policies.

Technical details in connection with visits to this website are logged, collected and used by our host, Amazon Web Services and Google Analytics. This includes your IP address and device type. This information cannot be combined with other details you provide to identify you. Lancashire Teaching Hospitals NHS Foundation Trust will make no attempt to identify individual users. You should be aware, however, that access to web pages will generally create log file entries in the systems of your Internet Service Provider (ISP) or network services provider. These entities may identify the client and device used to access a page. Such monitoring would be done by the provider of network services and is out with the responsibility or control of Lancashire Teaching Hospitals NHS Foundation Trust and Attend Anywhere.

We may amend this privacy notice at any time so please review it frequently. The date at the top of this page will be amended each time this notice is updated.