Veterans' NHS Wales

This privacy notice explains how Veterans' NHS Wales (VNHSW) will collect, use and protect your personal data when providing you with services.

How and why will your personal data be processed?

VNHSW is funded by the Welsh Government. The VNHSW has teams of professionals operating in all Welsh University Health Boards except Powys. In Powys, the VNHSW service is delivered by neighbouring Health Boards.

The University Health Board (UHB) that provides you with the VNHSW service will be the responsible data controller for your personal data. This means we are responsible for safeguarding your data in accordance with the UK GDPR (UK General Data Protection Regulation) and Data Protection Act 2018.

The UHB providing your care will process your data to the extent that is necessary to provide you with clinical care. It will be necessary for other members of the team, who may be involved in your care, to have access to information about you, on a need to know basis. This will include health care staff such as your GP, medical staff, nurses, occupational therapists, social workers and psychologists.

Once you agree to receive this service, your data will be processed as above and, only where necessary, will also be shared with the following:

* The Royal British Legion
* SSAFA Forces Help
* Serving Personnel Veterans Agency
* Combat Stress
* National Centre for Mental Health
* Poppy Factory
* Change Step
* Tros Gynnal Plant (Restorative Approaches Veterans & Families Services)

Where it is within your expectations, it may also be necessary for us to share information with people you live with, other family members and any named person/organisation you may be working with.

There may be some circumstances where agencies may be required, in the public interest, to disclose information that would otherwise be kept confidential. Examples of this include where a child is at risk, or where there is evidence of serious criminal activity.

Please note: To enable Veterans’ NHS Wales to provide you with this service, we will need to obtain access your MoD service and medical records. This information will be held securely and remain confidential.

What is the legal basis for our use of your personal information?

The lawful basis that the UHB relies upon to process your personal data is:

* UK GDPR Article 6(1)(e) we need it to perform our public task

As extra protection is provided for certain classes of information called 'special category personal data' such as health information, an additional lawful basis must be identified in order to process these classes of information, as outlined below:

* UK GDPR Article 9(2)(h) – processing is necessary for provision of health and social care
* UK GDPR Article 9(2)(g): processing is necessary for reasons of substantial public interest – as detailed in Schedule 1, Paragraph 8 of the Data Protection Act 2018: Equality of opportunity or treatment.

How will we store your personal information?

Your information will be stored securely and kept in accordance with the [Records Management Code of Practice for Health and Social Care 2022](https://gov.wales/sites/default/files/publications/2022-03/records-management-code-of-practice-for-health-and-social-care-2022.pdf).

Your rights

Under data protection law, you have rights including:

* Your right of access - You have the right to ask us for copies of your personal information.
* Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
* Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.
* Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.
* You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Further privacy information

For further information regarding how your local UHB processes your personal data, please see the privacy policy for your local UHB.

[Aneurin Bevan University Health Board](https://abuhb.nhs.wales/use-of-site/privacy-policy/)

[Betsi Cadwaladr University Health Board](https://bcuhb.nhs.wales/use-of-site/privacy-policy/)

[Cardiff and Vale University Health Board](https://cavuhb.nhs.wales/use-of-site/privacy-policy/)

[Cwm Taf Morgannwg University Health Board](https://ctmuhb.nhs.wales/use-of-site/privacy-policy/)

[Hywel Dda University Health Board](https://hduhb.nhs.wales/about-us/governance-arrangements/your-information-your-rights/privacy-notices/)

[Swansea Bay University Health Board](https://sbuhb.nhs.wales/use-of-site/patient-data/)

If you have a concern about the way in which your personal data has been processed, you can complain directly to the Data Protection Officer for your local UHB. These details will be contained within the corresponding privacy notice.

You also have the right to complain to the Information Commissioner’s Office using the following details:

Online: <https://ico.org.uk/>

By post: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Telephone: 0330 414 6421

Further advice and guidance from the ICO on this issue can be found on the [ICO website](https://ico.org.uk/for-organisations/data-protection-and-Coronavirus/).