

Privacy Notice

Lymphoedema Wales Clinical Network National Team

This privacy notice tells you what to expect when your information is processed by the National Lymphoedema Team at Lymphoedema Wales Clinical Network. You can contact the department at:

Lymphoedema Wales Clinical Network
Cimla Health and Social Care Centre
Cimla
Neath
SA11 3SU
Tel: 01639 862767
E-mail: lymphoedema.network.wales@wales.nhs.uk

This privacy notice applies to all LWCN data which includes the hosting of the National Cellulitis Improvement Programme.

We may obtain your personal information from the information you provide to us, from your GP, from the person who refers you to our service, or from others involved in your care elsewhere in the Health Board or externally.

Click [here](#) to view a simple video about Privacy Notices and how we manage your information for Children & Young People.



Why are we able to process your information?

We are legally able to process your personal information under Article 6 of the General Data Protection Regulation (GDPR)/UK General Data Protection Regulations as the processing is necessary for us to perform our official functions as an NHS body. There will be occasions when we will rely on other lawful bases such as when the processing is required for us to comply with the law.

We are legally able to process special category information under Article 9 of the GDPR/UK General Data Protection Regulations as the processing is necessary for the purposes of the management of health or social care systems and services or is necessary for the purposes of carrying out obligations in the field of employment and social security and social protection law.

How your information is used

We collect and process your personal information in order to provide healthcare services and to keep accurate, up-to-date records to enable us to better manage your care. We will only collect the data we need, such as demographic information (name, address, date of birth and contact details), your development and health conditions, records of your appointments and telephone calls, clinical details including your medical history, and results of relevant investigations such as blood tests and X-rays.

The information we have about you may also contribute towards national Welsh Government NHS statistics for example how long you have waited for an appointment.

How long will we store your information?

We will not store personal information for longer than is required. Personal information will be anonymised when it is no longer required in an identifiable format. It will be stored in line with NHS retention guidelines as follows:

- Information relating to complaints will be stored for 10 years;
- Information relating to non-serious incidents will be stored for 10 years;

- Information relating to serious incidents/incidents requiring investigation will be stored for 20 years;
- Diaries will be stored for 2 years and then destroyed;
- Lymphoedema case notes will be kept for 20 years since last treatment or 10 years after death;
- Children’s lymphoedema notes will be kept until patients 26th birthday if not being seen;
- LWCN Psychology Service notes will be kept for 20 years since last treatment or 10 years after death.

Who will we share your information with?

There may be occasions where we will share your information with others involved in your health care treatment. This will only be done where there is a lawful basis to do so and in line with the purposes listed above.

Where required, we may share your information with:

- Other departments within the Health Board;
- With other NHS Wales or partner organisations for lymphoedema care; and
- With the police, public bodies, regulatory bodies, legal professionals and the Information Commissioners Office.

How you can contact the Health Board Data Protection Officer

The contact details for the Data Protection Officer are outlined below:

Data Protection Officer
 Headquarters, Swansea Bay University Health Board
 1 Talbot Gateway
 Port Talbot
 SA12 7BR

E-mail: SBU.dataprotectionofficer@wales.nhs.uk

What are your rights in relation to your personal data?

Under data protection law, you have rights we need to make you aware of. The rights available to you depend on our reason for processing your information.

- Your right of access;
- Your right to rectification;
- Your right to erasure;
- Your right to restriction of processing;
- Your right to object to processing;
- Your right to data portability.

You are not required to pay any charge for exercising your rights. We have one month to respond to you. You also have the right to lodge a complaint with a supervisory authority if you are unhappy about how your data is processed. In the UK, the supervisory authority is the Information Commissioner’s Office whose contact details are provided below:

Information Commissioner’s Office - Wales, 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH, Tel: 0330 414 6421	On-line, live-chat: https://ico.org.uk/make-a-complaint/your-personal-information-concerns/personal-information-concerns/ Helpline: 0303 123 1113
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Further guidance on how to exercise your rights is available on the ICO website at:

<https://ico.org.uk/your-data-matters/>