

## NHS Pathways Privacy Notice

This privacy notice tells you:

- what information we collect when you use the NHS 111 or 999 telephone service or at ED when using the Streaming and Redirection service
- how we use the information
- whether the information is shared with anyone else
- the ways in which we protect your privacy in line with the General Data Protection Regulation (GDPR)

### What information we collect (Categories of data being used)

We collect:

- the time and date of the 111 call
- demographic details such as age, gender and the postcode of the location at the time of the call
- the questions asked and the responses you gave
- the advice that was given

Asking for your NHS number also means we can link your health record to data collected when people who have used 111 or 999 go to other places like A&E or their GP. This helps us understand how people use the services.

Your NHS number is classed as personal data which means you can be identified. It is the most secure type of personal data and the only type we use to match records.

### How we use your information (Purpose)

We use your NHS number to link the data collected during the call to other datasets that NHS Digital is currently collecting from hospital and GP systems.

After the data is linked it is fully anonymised which means you can't be identified.

It's given to a small team of NHS Digital analysts who will be studying the patient pathways. They will be able to make recommendations to the NHS Digital team working on the improvement of the system. A summary of the findings and recommendations will also be shared with providers of health services and NHS England & Improvement to help them to continue improving the Urgent and Emergency care services.

To assist with public health assessments within England and to help support local health decisions, anonymised call information will be sent to a small number of nominated specialists within the UK Health Security Agency.

### Covid-19 (Purpose)

We are currently sharing some of the anonymised linked data information with a small number of NHS England & Improvement staff to help them to evaluate the impact of the COVID response and changes following the introduction of the 111 First programme and to support NHS recovery. This programme aims to help refer people with urgent care needs to the most appropriate care setting, and to provide right care, first time.

## How long we hold your information for (Retention)

Personal data used for analysis will be kept for no more than 8 years in line with NHS Digital's policy and will be securely destroyed after that.

## Information we share with other organisations (Data sharing)

Apart from the Covid purpose, we will not publish or share any personal confidential data.

To improve services, the reports and findings from our linked data analysis and anonymised data will be shared with:

- relevant NHS organisations (including providers and commissions of NHS services)
- UK Health Security Agency
- Department of Health & Social Care
- academic institutions working closely with the NHS

In addition, we are sharing anonymised patient level data with the UK Health Security Agency to help them with syndromic surveillance.

Any organisation we share data with must follow our instructions as the Data Controller under the data protection legislation.

## Keeping your data secure (Storage)

Files are kept in our secure data centre. We encrypt them so they cannot be read by anyone who should not have access to them. All staff have ongoing confidentiality and security training and security checks are performed regularly.

## Opting-out from sharing your data (Your rights)

You have the right to opt out of sharing your confidential information beyond the people responsible for providing your direct care.

If you have already registered to opt-out with your GP, your records will be removed before the analysis starts.

If you'd like to know how to opt out you can read more about the [national data optout process](#).

## Legal information

### Controllers

NHS Digital is the Data Controller for NHS 111 Pathways Data Collection Information System under the Data Protection Act 2018. We will process your data in accordance with the Data Protection Legislation.

Our Data Protection Officer is Kevin Willis, whose duties include monitoring internal compliance and advising the organisation on its data protection obligations. She can be contacted at [enquiries@nhsdigital.nhs.uk](mailto:enquiries@nhsdigital.nhs.uk).

**Legal basis**

Under sections 254 (1) and 254(6) of the Health and Social Care Act 2012 NHS Digital is directed to establish and operate a system for the collection of the information set out in the IDT Dataset Specification v 2.3, the system to be known as the NHS 111 Pathways Data Collection Information System.