

Cardiff and Vale UHB PHR Privacy Notice

Cardiff and Vale University Health Board is introducing an exciting new online service to give our patients access to their personal health records. This is using an internet-enabled platform provided by Patients Know Best (PKB). We are rolling out the online service with the intention to register all of our patients over the coming months.

The type of personal information processed

Your PHR will give you access to your health record that Cardiff and Vale already holds. This will include up-to-date information on treatments, medication, allergies, and care plans. This information can be shared with different medical teams and carers to speed up and improve treatment.

This means you can access a more holistic and accurate medical record in real-time.

To set up your account, we will require your contact details (email address, phone number) and your NHS number.

Your PHR is hosted by a third party called Patients Know Best (PKB). Your information will be securely encrypted and will be hosted on the NHS network.

We are committed to protecting your privacy and will only use information collected in accordance with the law and standards of work such as: -

- Data Protection Act 2018
- General Data Protection Regulations
- Human Rights Act 1998
- Common Law Duty of Confidentiality
- Health & Social Care Act 2012
- NHS Code of Confidentiality, Information Security and Records Management

Our legal basis for processing your information

As a public sector body, we are here to provide you with healthcare and wellbeing services. A PHR is part of that service. Data protection sets out various lawful bases which allow us to process your data. For your PHR we are relying upon:

- To perform tasks considered to be in the public interest or in the exercise of official authority, such as providing you with healthcare. This authority being the

National Health Service (Wales) Act 2006 and the Local Health Boards (Directed Functions) Regulations 2009.

Data protection law recognises certain "special categories" of personal information, which is information revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic information, biometric information for uniquely identifying a person, information concerning health, and information concerning a person's sex life or sexual orientation. These special categories are considered particularly sensitive and so we will only collect and use this information to satisfy the following condition.

- It is necessary for the provision of health or social care or treatment or the management of health, including clinical audit, the development of decision support tools, commissioning purposes and national collection, operational and strategic management and performance monitoring.

Data Retention

Your data will be retained in line with Records Management Code of Practice for Health and Social Care 2016.

Your data protection 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 personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, 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.

Please contact us at:

Cardiff and Vale University Health Board
Information Governance Department
Woodland House
Maes-y-Coed Road
Cardiff CF14 4HH
Phone 029 21844870
Email: Cav.ig.Dept@wales.nhs.uk

Complaints

If you are dissatisfied with how we are using your personal information or if you wish to complain about how we have handled a request, then please contact our Data Protection Officer and we will try to resolve any issues you may have.

You also have a right to contact the Information Commissioners Office. They can be contacted at the following address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

Or contact them using the website: [Information Commissioner's Office](#)

[PKB Privacy Notice](#)