



Kent Central Ambulance Service Limited Privacy Notice

Kent Central Ambulance Service takes your confidentiality and privacy rights very seriously. This notice explains how we collect, process, transfer and store your personal information and forms part of our accountability and transparency to you under the General Data Protection Regulation (GDPR) 2018.

How will we meet the principles of the GDPR?

We will process your personal information fairly and lawfully by;

a) Only using it if we have a lawful reason and when we do, we make sure you know how we intend to use it and tell you about your rights;

We do not rely on consent to use your information as a 'legal basis for processing'. We rely on specific provisions under Article 6 and 9 of the General Data Protection Regulation, such as '...a task carried out in the public interest or in the exercise of official authority vested in the controller.'

This means we can use your personal information to provide you with your care without seeking your consent. However, you do have the right to say 'NO' to our use of your information but this could have an impact on our ability to provide you with care.

b) Only collecting and using your information to provide you with your care and treatment and will not use it for anything else that is not considered by law to be for this purpose;

c) Only using enough of your personal information that will be relevant and necessary for us to carry out various tasks within the delivery of your patient journey;

d) Ensuring your information is accurate and up to date when using it and if it is found to be wrong, we will make it right, where appropriate, as soon as we can;

e) Only keeping your information in a way that it will identify you for as long as we are legally required to, whilst ensuring your rights;

f) Having secure processes in place to keep your personal information safe when it is being used, shared, and when it is being stored.

Organisation	Kent Central Ambulance	23.05.18
Privacy Notice	Version 1	Created By Kay Massey



What information do we collect from you?

Sufficient information from Health and Social Care professional workers notes and hand-over information to provide a safe, effective, caring responsive patient journey, this may include:

- Basic details such as name, address, date of birth and phone number
- Notes and reports about your physical or mental health and any treatment, care or support you need and receive
- Relevant information from other professionals, relatives or those who care for you or know you well
- Information on medicines, side effects and allergies
- Patient experience feedback and treatment outcome information you chose to provide

Most of your records are in hard copy form during the patient transport journey, however some are provided on PDA devices electronically. **You will be given the opportunity to say no and to opt-out of this sharing by the relevant NHS trust prior to your journey with Kent Central Ambulance Service Limited.** To do this, please speak to your GP or the team providing your treatment.

Why do we collect this information about you?

Your information is used to guide and record the care you receive during your patient journey and is vital in helping us to;

- have the information necessary for assessing your needs and for making decisions with you during the journey
- have details of your contact details to inform you of any changes to the journey times, or confirm your ability to travel
- can assess the quality of care we give you during the journey with Kent Central Ambulance Service Limited
- can properly investigate if you, or your family have a concern or a complaint about your patient journey with Kent Central Ambulance Service Limited

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Who might we share your information with?

Kent Central Ambulance Service Limited provide non-emergency Patient Transport to (but not exclusively):

- NHS Trust(s)
- Contract Holder(s) of NHS Trust(s) Non-Emergency Patient Transport Contracts as Approved Sub Contractors
- Private Individuals
- Insurance Companies relating to re-patriation journeys

Health and Social Care Professionals - Your information (relating to your journey with us) will be shared with the team who are caring for you and are providing treatment to you.

However, Kent Central Ambulance Service, the NHS and other agencies, including social services and private healthcare organisations work together so we may need to share information about you, with other professionals and services involved in your care.

We do this in order to provide the most appropriate transport for your journey with us, your carers, or when the welfare of other people is involved. We will only share your information in this way if we have your consent and it is considered necessary.

You have the right to refuse/withdraw your consent to information sharing at any time. Please discuss this with your relevant health care professional as this could have implications in how you receive further Ambulance transfer(s).

However, a person's right to confidentiality is not absolute and there may be other circumstances when we must share information from your patient record with other agencies. In these rare circumstances we are not required to have your consent.

Examples of this are:

- If there is a concern that you are putting yourself at risk of serious harm
- If there is concern that you are putting another person at risk of serious harm
- If there is concern that you are putting a child at risk of harm
- If the information is essential for the investigation of a serious crime
- If you are subject to the Mental Health Act (1983), there are circumstances in which your 'nearest relative' must receive information even if you object
- If your information falls within a category that needs to be notified for public health or other legal reasons, such as certain infectious diseases

The information from your patient record will only be used for purposes that benefit your care - we would never share it for marketing or insurance purposes.

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Improving the Service we provide

To help us monitor our performance, evaluate and develop the services we provide it is necessary to obtain feedback from those who travel with Kent Central Ambulance Service Limited. You may be asked to complete a Patient Questionnaire to share your views of the service provided by us, however the decision to do so will be solely yours. In this instance minimal personal information such as your name will be required as our aim is to use your experience to continually monitor and improve the service provided by Kent Central.

How we keep your information safe?

We are committed to keeping your information safe, secure and have operational policies and procedures in place to protect your information whether it is in a hardcopy or electronic format.

Kent Central will store your information safely, securely and only for the retention period required by law.

To find more information about how we keep your information safe you can email our Data Protection Officer – rebecca@kc-ambulance.co.uk

How long do we keep your information?

All records held by the NHS are subject to the Records Management Code of Practice for Health and Social Care Act 2016 (the Code). The Code sets out best practice guidance on how long we should keep your patient information before we are able to review and securely dispose of it. Kent Central Ambulance Service comply with the Record Management Code.

How can I access the information you hold about me?

You have a right to see the information we hold about you, both on paper or electronic, except for information that:

- Has been provided about you by someone else if they haven't given permission for you to see it
- Relates to criminal offences
- Is being used to detect or prevent crime
- Could cause physical or mental harm to you or someone else

Your request must be made in writing and we will request proof of identity before we can disclose personal information.

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All applications for access to patient journey records must be made in writing or email, and given to the service where you receive your care or alternatively sent to:

Data Protection Officer (including Freedom of Information requests):

Kent Central Ambulance Service Limited
Unit 4, Southdown Enterprise Park
Brunswick Road
Ashford
Kent TN23 1EL
Email – rebecca@kc-ambulance.co.uk

Complaints and Patient Experience

We are available to assist you with your comments, concerns and complaints.

Complaints and Patient Experience

Kent Central Ambulance Service Limited
Unit 4, Southdown Enterprise Park
Brunswick Road
Ashford
Kent TN23 1EL
Telephone: 01233 638999

Email: control@kc-ambulance.co.uk

To get further advice or report a concern directly to the UK's independent authority you can do this by making contacting with:

Information Commissioner's Office

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

Tel: 0303 123 1113 **Email:** <https://ico.org.uk/concerns/handling/>

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Caldicott Guardian

Nigel Patton – Managing Director
Kent Central Ambulance Service Limited
Unit 4, Southdown Enterprise Park,
Brunswick Road,
Ashford,
Kent,
TN23 1EL
Telephone: 01233 624216

Email: nigel@kc-ambulance.co.uk

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