

Privacy Notice for St Georges NHS Foundation Trust Membership

What is a “Privacy Notice?”

A ‘privacy notice’ is a statement issued by the Trust to members (patients, service users, visitors, carers, the public and our staff) that describes how we collect, use, retain and share personal information which we hold.

This privacy notice is issued by St George’s University Hospitals NHS Foundation Trust as a healthcare provider, and covers the information we hold about our Foundation Trust members. [You can find more information here](#)

Who we are

St George’s University Hospitals NHS Foundation Trust is the largest healthcare provider in southwest London serving a population of 1.3 million. We provide a wide variety of specialist care, acute hospital services and a full range of community services to patients of all ages. We also undertake training of medical students and carry out advanced medical research through our St George’s, University of London collocated on our main site in Tooting. You can find out more about the services we provide [here](#)

As an NHS Foundation Trust we are a membership organisation and have a [Trust Constitution](#) which sets out the area we serve and the different membership constituencies and the number of members we are required to have in each constituency area.

St George’s University Hospitals NHS Foundation Trust has a membership of more than 12,500 members from the local communities we serve. We need our local community to become members of our hospital and to support us and help shape the future of St George’s and the services we offer local people. Membership is free and it is entirely up to individual members how involved they want to be.

Staff members at St George’s are also automatically members unless they choose to opt-out. A third party company manages the Trust’s Foundation Membership database. This third party company is bound by strict confidentiality agreements.

Why have we issued this privacy notice?

This privacy notice explains how and why we use the information you share with us.

The Data Protection Officer for membership is Richard Coxon, Membership Manager, richard.coxon@stgeorges.nhs.uk or 0208 266 6132.

What information do we collect?

The information that we collect directly from you will include the following:

- Name, address, telephone, email and date of birth
- We may ask for sensitive information which is optional, including data related to your ethnicity, health, sex, gender e.t.c

What is our lawful basis for collecting and processing your personal data

As a Foundation Trust, St George’s NHS foundation trust membership has a statutory requirement to process membership data in its official authority as a public authority. Membership data has to be processed in order to maintain membership, run annual elections and, ensure the membership is representative of the communities we serve.

Under the General Data Protection Regulation, the lawful basis for St George’s Trust membership to process membership data falls within the following processing conditions:

For patients and members of the public: 'Public Task' - Processing is in the public interest or in the exercise of official authority vested in the data controller

For staff members: 'Legitimate interests – processing is in the legitimate interest of the data controller.

Automatic Membership Sign Up

Staff will automatically be signed up as a member when they join the trust on a contract of employment for at least twelve months under the legitimate interests processing condition.

Why do we collect your information?

We collect your information so that we can share relevant information about the Trust membership activities directly with you. We collect your contact details for the purpose of communicating with you about things that are happening in the Trust. This also includes you receiving our membership magazine, inviting you to member's events or meetings and informing you about our Governor elections.

How do we collect your information?

Information is collected directly from you either on a membership form or our online membership form. Membership is free and you can cancel at any time.

How do we use your information and why is this important?

We use your information to provide relevant information about the Trust directly with you, such as proposed service changes, free Health Talk's, Governor Elections and our Annual Members' Meeting. The information you provide is kept up to date so as to

- Comply with our Trust Constitution
- Support audits of NHS surveys and national statistics

Do we share your information with anyone else?

We do not share your membership information with anyone either inside or outside the organisation. Our Membership Database is managed by Membership Engagement Services (MES) and they are registered with the Information Commissioner's Office. MES is based in the UK and all services are provided under specific contractual terms, which are compliant with UK data protection legislation

How do we keep your information safe and maintain confidentiality?

We collect personal information about you on our secure database so we can prove you are a member of the Trust. Any paper membership forms used in the processing of your personal data is shredded to ensure confidentiality.

All our records are restricted so that only those individuals who have a need to know can have access.

How long will be keep this information?

We will only keep information for as long as it is needed for the purposes described when it was collected. The information will not be kept for longer than legislation permits. You may also request that your information is removed or forgotten, that processing is restricted or consent is withdrawn by emailing Richard Coxon, Membership Manager, richard.coxon@stgeorges.nhs.uk or writing to the address below

How long do we keep your information?

We will hold your membership details until you inform us that you no longer wish to remain a member.

What are your rights?

We would like to stress that, at all times:

- You have the right to know how we will use your personal information
- You have the right to see what personal details we hold. This is known as a Right of Data Subject Access

- You have the right to object to us making use of your information
- You can ask us to change or restrict how we use your information and we will agree if possible.
- You have the right to ask for your information to be changed if it is incorrect, and erased.
- You have the right to withdraw your consent for the processing of your data
- You have the right to lodge a complaint with the Information Commissioner's Office

Accessing your Membership Details

If you are unsure if you are a member of the Trust or would like to check if we are holding the correct details for you, you can either call into the Membership Office, which is located on the ground floor of Grosvenor Wing at St George's Hospital or email: members@stgeorges.nhs.uk

To speak with someone, please see contact details below:

Richard Coxon, Membership Manager
Membership Office
St George's University NHS Foundation Trust
Blackshaw Road
London
SW17 0QT
Tel: 0208 266 6132
Email:richard.coxon@stgeorges.nhs.uk

Who is the Supervisory Authority?

The Information Commissioner's Office: <https://ico.org.uk>

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 0303 123 1113
Our ICO registration number is Z6900098