

Responding to patients and carers

Purpose	Processing special categories of personal data to respond or liaise with other organisations in relation to individuals' experience, concerns or complaints.
Type of information Used	Identifiable: Personal (such as name, address, date of birth) and Special Category (health information)
Legal basis	GDPR Article 6(1)(e) – processing is necessary for the performance of a task carried out in the exercise of official authority vested in the controller GDPR Article 9(2)(h) processing is necessary for the purposes of the provision of health or social care or treatment or the management of health or social care systems and services.
How we collect (the source)and use the information	Individuals' and/or their representative contact the CCG. CCG may liaise with other organisations where there is consent to do so.
Your Rights	With regards to Complaints under GDPR you have the right: <ul style="list-style-type: none"> • To be informed about the processing of your information (this notice) • Of access to the information held about you • To have the information corrected in the event that it is inaccurate • To restrict or stop processing • Object to it being processed or used • Not to be subject automated decision-taking or profiling • To be notified of data breaches
How long we will keep the information	Review with the intention to destroy from closure plus 10 years.
Who we will share the information with (recipients)	Not shared outside the CCG