

## UNIVERSITY OF SOUTHAMPTON AUDITORY IMPLANT SERVICE

### PRIVACY NOTICE

The University of Southampton is the data controller. Our Registration Number in the Data Protection Public Register is Z6801020.

The University of Southampton's Auditory Implant Service (USAIS) values your privacy and we recognise the need to treat your personal Data in an appropriate manner in accordance with the principles of the Data Protection Act 1998 (DPA). The purpose of this notice is to make you aware of how we will handle your personal data ("Data").

Data refers to the personal information that we hold about you from which either on its own or in combination with other information you can be identified. A list of the types of data we collect is set out below.

"Processing" means doing anything with your Data, such as collecting, recording or holding the Data as well as disclosing, destroying or using the Data in any way.

We will be processing your Data under the current Data Protection Act 1998 (DPA) until 24 May 2018 and then under the General Data Protection Regulations (GDPR) from 25 May 2018.

We keep this Privacy Notice under regular review and it may be amended from time to time. You can obtain a current version at:

<http://ais.southampton.ac.uk/about-ais>

#### 1. WHAT WE ARE PROCESSING

We will collect and process the following Data about you:

- Biographic details – name, title, date of birth, age and gender.
- Your contact details – including home address, business, email, telephone, LinkedIn, Twitter etc.
  - (a) Name, address, next of kin;
  - (b) Records of all contact we have with you;
  - (c) Details of any medical treatment/care you have had;
  - (d) Results of medical investigations;
  - (e) Medical information from other educational and/or health professionals;
  - (f) Relevant medical information from people who care for you and/or family;
  - (g) Racial and ethnic origin (NHS requirement);
  - (h) Photographs;
  - (i) Biometric information;
  - (j) Identification numbers and online identifiers;
  - (k) Expressions of opinion about you or indications as to our intentions about you.

## 2. WHERE DO WE GET IT FROM?

We will obtain your Data either directly from you or from third parties where you have given your consent. We will always look to ensure that any third party has the lawful authority to share this Data with us.

## 3. LEGAL BASIS FOR PROCESSING

We will usually only process your Data where we have your consent (see our Consent Form) or where we need to process it to comply with our legal obligations, however, it may also be necessary to process your Data for the protection of your vital interests, for our legitimate interests or the legitimate interests of others.

We will only process sensitive personal data about ethnic origin, political opinions, religious or similar beliefs, trade union membership, health, sex life and Data about criminal proceedings or convictions, where you have given your explicit consent or where we are legally required or obliged to do so.

Where you have given your consent to us processing your Data you have a right to withdraw that consent at any time by emailing us at: [ais@soton.ac.uk](mailto:ais@soton.ac.uk)

You may also request the deletion or removal of your Data in certain circumstances by emailing us at: [ais@soton.ac.uk](mailto:ais@soton.ac.uk)

## 4. WHY WE ARE PROCESSING IT

**This information is processed for the following purposes:**

- (a) Health professionals involved in your care have accurate information to assess your health, decide what ongoing care you need and/or to assess the type and quality of care you have received.
- (b) Information is available if you see another doctor or are referred to another part of the NHS.
- (c) We can provide the necessary information to the NHS to obtain funding for your care.
- (d) Your concerns can be properly investigated if you have a complaint.

## 5. COOKIES

**Cookies may be used by us to collect Data for the purposes of managing and improving the services on the University Network, establishing your browsing actions and patterns and preparing customised pages. You can refuse cookies, however, if you do refuse cookies you may be unable to access certain parts of the University Network. For more information about cookies on our websites please see:**

[https://www.southampton.ac.uk/about/governance/regulations-policies/guidelines.page#university\\_network\\_terms\\_and\\_conditions](https://www.southampton.ac.uk/about/governance/regulations-policies/guidelines.page#university_network_terms_and_conditions).

We may also collect Data relating to the demographics and interests of our users by using Google Analytics and cookies set by Google advertising networks. This Data is used in aggregated form to help improve the site and our marketing efforts. Further information and instructions for opting out of Google Analytics tracking are available at:

<https://tools.google.com/dlpage/gaoptout/>.

## 6. PROCESSING FOR LIMITED PURPOSES

We will only process your Data for the specific purpose or purposes that we tell you or if specifically permitted by the Data Protection Act 1998 and will only process your Data to the extent necessary for that specific purpose or purposes.

## 7. NATIONAL DATA OPT-OUT POLICY

If you do not wish for your data to be used for other purposes, for example research, please indicate this on your patient consent form. All patients are sent consent forms when their referral to USAIS has been accepted. Your consent choices are kept on the USAIS patient database. You can change your consents at any time.

## 8. ACCURATE DATA

We will keep the Data we store about you accurate and up to date. Data that is inaccurate or out of date will be destroyed. Please notify us if your personal details change or if you become aware of any inaccuracies in the Data we hold about you.

## 9. HOLDING DATA

We create and hold your Data both electronically and on paper. We will only hold your information as long as is necessary.

## 10. DATA SECURITY

Our staff have a legal duty to keep Data about you confidential. There are strict codes of conduct in place to keep your Data safe. Staff abide by the Data Protection Act 1998, the University Data Protection Policy and the USAIS Professional code of Conduct.

We endeavour to ensure that suitable organisational and technical measures are in place to prevent the unlawful or unauthorised processing of your Data and against the accidental loss of or damage to your Data. This includes:

- (a) Storing Data on an appropriately secure system.
- (b) Training all our staff in their data protection responsibilities.
- (c) Working with reputable companies for data processing services who are data protection compliant and who enter into appropriate data sharing agreements.
- (d) Ensuring that appropriate protection is in place when we work with trusted organisations based outside the European Economic Area (EEA).

## 11. SHARING YOUR DATA

We will not share your information to a third party without your consent unless we are satisfied that the third party is legally entitled to it.

## 12. ACCESSING YOUR DATA

**If you would like to access your personal Data please make a request in writing to:**

The Data Protection Officer  
Legal Services  
University of Southampton, Highfield  
Southampton, SO17 1BJ  
Email: [data.protection@soton.ac.uk](mailto:data.protection@soton.ac.uk)

**In certain circumstances you can request your Data for reuse for your own purposes across different services by emailing us at: [ais@soton.ac.uk](mailto:ais@soton.ac.uk)**

## 13. FURTHER INFORMATION

We also have additional policies and guidelines concerning particular activities. If you would like further information please see our Publication Scheme at:

[http://www.southampton.ac.uk/about/governance/regulations-policies-guidelines.page#publication\\_scheme](http://www.southampton.ac.uk/about/governance/regulations-policies-guidelines.page#publication_scheme).

If you are unhappy with the way that we have handled your Data you can contact us at:

[AIS@soton.ac.uk](mailto:AIS@soton.ac.uk) or contact the Information Commissioner's Office. See their website at: <https://ico.org.uk/>.