

Privacy Notice

Patient Experience Department

This privacy notice tells you what to expect when your information is processed by the **Patient Experience Team**. You can contact us at:

Patient Experience Department
Upper Ground Floor
C Block
University Hospital of Wales
Heath Park
Cardiff
CF14 4XW

Telephone: 029 21845692

Email: Pe.civica.cav@wales.nhs.uk

Why are we able to process your information?

We are legally able to process your personal information for Patient Surveys under Article 6.1(e) of the UK General Data Protection Regulation (UK-GDPR) as the processing is necessary for us to perform our official functions as an NHS body.

For what purpose are we processing your information?

We obtain your information through National surveys, All Wales surveys and bespoke surveys. This information is collected and processed to identify areas for improvement and to enhance the quality of services provided by the Health Board.

How long will we store it for?

We will not store personal information for longer than is required. Personal information will be anonymised when it is no longer required in an identifiable format. It will be stored in line with NHS retention guidelines and only for as long as required to complete their purpose. Your information will be stored in our CIVICA feedback platform.

Who will we share your information with?

The original feedback format will be shared with internal stakeholders and relevant Health Board staff. Any information shared with external stakeholders (e.g. Welsh Government, CHC's) will be anonymous and any identifiable information removed, if possible.

How can I contact the Data Protection Officer?

The contact details for the Data Protection Officer are outlined below:

Name: Data Protection Officer
Address: Woodlands House, Cardiff
E-mail: UHB.DPO@wales.nhs.uk

What are your rights in relation to your personal data?

Under data protection law, you have rights we need to make you aware of. The rights available to you depend on our reason for processing your information.

- The right to be informed (i.e. this privacy notice)
- The right of access (i.e. getting hold of your own information)
- The right to rectification (i.e. changing any errors)
- To the right to erasure (i.e. if there is a factual error, it should be amended)
- The right to restrict processing (i.e. limit the use of their data while investigation occurs)

- The right to object to processing (in certain circumstances i.e. if it is factually incorrect)

If you would like to access your own clinical information, please contact the Health Records Department via CAV.AccessToRecords@Wales.NHS.UK or telephone: 02920 746500

If you would like to view Cardiff and Vale University Health Board's main privacy notice, please visit the webpage: [Main privacy notice](#)

You are not required to pay any charge for exercising your rights. We have one month to respond to you. You also have the right to lodge a complaint with a supervisory authority if you are unhappy about how your data is processed. In the UK, the supervisory authority is the Information Commissioner's Office whose contact details are provided below:

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

Helpline: 0303 123 1113

On-line, live chat: <https://ico.org.uk/make-a-complaint/>

Further guidance on how to exercise your rights is available on the ICO website at: <https://ico.org.uk/for-the-public/>