

## Privacy Notice – Quality Alerts

A Quality Alert is a systemic issue, generally affecting a service, or the ability to deliver a high quality service. The CCG's Quality Team triage quality alerts (QA's) and incidents reported by GPs/Provider organisations. The CCG has a statutory duty to support NHS England with the continuous quality improvement of primary medical services as set out in the Health and Social Care Act 2012 and the Primary Medical Services assurance framework.

In order for the CCG to triage quality alerts and incidents reported by GPs and providers, the Quality team at the CCG may require the relevant individual's NHS number in order to investigate the quality alert or incident.

<b>1) Controller</b> contact details	Richmond CCG 180 High Street Teddington TW11 8HU
<b>2) Data Protection Officer</b> contact details	NEL Head of Information Governance <a href="mailto:nelcsu.dpo@nhs.net">nelcsu.dpo@nhs.net</a> 03000 428 438
<b>3) Purpose</b> of the sharing	Legal Obligation
<b>4) Lawfulness Conditions and Special Categories</b>	<p>The lawful justifications for the processing and possible sharing of this data are;-</p> <p><i>Article 6(1)(c) “the processing is necessary for compliance with any legal obligation to which the controller is subject”</i></p> <p>And</p> <p><i>Article 9(2)(h) “processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services”</i></p>
<b>5) Recipient or categories of recipients</b> of the shared data	The data will be shared with GP Practices or other Healthcare Providers. <a href="https://www.nhs.uk/pages/home.aspx">https://www.nhs.uk/pages/home.aspx</a>
<b>6) Rights to object</b>	You have the right under Article 21 of the GDPR to object to your personal information being processed. Please contact the CCG if you wish to object to the processing of your data. You should be aware that this is a right to raise an objection which is not the same as having an absolute right to have your wishes granted in every circumstance.
<b>7) Right to access and correct</b>	You have the right to access any identifiable data that is being shared and have any inaccuracies corrected.
<b>8) Retention period</b>	The data will be retained for the period as specified in the national records retention schedule.

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### 9) Right to Complain.

You have the right to complain to the Information Commissioner's Office, you can use this link <https://ico.org.uk/global/contact-us/>

or calling their helpline Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate)

There are National Offices for Scotland, Northern Ireland and Wales, (see ICO website)