

Privacy Notice for foundation trust membership

How we collect and use your information

At Moorfields Eye Hospital NHS Foundation Trust ('Moorfields', 'Trust', 'us' or 'we'), we are committed to protecting your privacy. Please read this Privacy Notice to find out how we use your information and what your rights are in relation to Trust membership. This notice applies to personal data provided to us, both by individuals themselves or by third parties. We process your personal information lawfully, fairly and transparently, and only where we have a lawful basis to do.

What we do

Moorfields Eye Hospital NHS Foundation Trust is the leading provider of eye health services in the UK and a world-class centre of excellence for ophthalmic research and education. We have a reputation, developed over two centuries, for providing the highest quality of ophthalmic care. Our 2,300 staff are committed to sustaining and building on our pioneering legacy and ensuring we remain at the cutting edge of developments in ophthalmology.

How we use your information

NHS Foundation Trusts are established in law with a bespoke form of public ownership as independent Public Benefit Corporations. It would not be appropriate to rely on consent as a legal basis for processing your information as Trust membership is an inherent part of the legal requirements for Foundation Trusts. As Moorfields is a foundation trust, it needs to maintain a Trust membership scheme. This is a statutory requirement under the NHS Act 2006. Membership enables all our members to have a say in how the Trust develops, giving the community and our patients the opportunity to share the future of services we provide at Moorfields. Members are also invited to vote in elections for governors to sit on the membership council and represent their interests although this is voluntary. For this reason, instead of consent, we rely on specific provisions under the law, such as 'in the exercise of official authority vested in the controller', under a 'legal obligation,' or as 'a task carried out in the public interest'.

This means we use your personal information which includes, name, address and email information to provide you with your membership related information without needing your consent. The Trust is also required to make sure its membership is representative of the population and for this reason we collect demographic data. However, you are not obliged to provide demographic information. You also have the right to object to our use of your information. We will consider your objection but if we comply with your wishes we will explain how this could have an impact on our ability to provide you with membership information. We are legally obliged under the NHS Act 2006 to keep information on current Trust membership, including members' details and therefore the right to be forgotten does not apply; however, should you no longer wish to be a Trust Member you can apply to the Trust for erasure of your information.

Using your Membership Information

Your membership information, which includes your name, address and email address, will be used to send you as a member:

- Information about Moorfields, the latest developments in treatment and general hospital news
- Invitations to participate in service or site-specific workshops or forums
- Invitations to events such as our annual general meeting, social events, fundraising activities and events focusing on topical eye health issues
- Invitation to members to vote or stand as a governor in future elections

Using it for other purposes

The information we process will be for membership information only:

- Unless we are under a legal obligation, where information is to be used beyond membership purposes we would make you aware of the processing and seek your consent to use your information.
- We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose or where there is another lawful basis for processing.
- We will only use the minimum amount of personal information where it is relevant and necessary for us to maintain and administer tasks for Membership purposes or for other lawful reasons.
- We will keep your information accurate and up to date when using it and, if you tell us that the information we hold is incorrect or wish to opt-out of being contacted we will make it right, where appropriate, within 28 days.

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, accounting, or reporting requirements. Should you no longer wish to be a Member we will cease to process your information for Membership purposes and destroy the information.

Protecting your privacy

Your membership information is confidential. Your privacy is protected under the:

- Common law Duty of Confidentiality
- General Data Protection Regulations (EU) 2016/679
- Data Protection Act 2018
- Human Rights Act 1998

Everyone who works for the NHS has a legal duty to maintain the highest level of confidentiality.

We have secure processes in place to keep your personal information safe when it is being used, shared, and when it is being stored.

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a legitimate need to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal information breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

How you can help us to keep your membership information up to date

- Let us know when you change address or name
- Tell us if any information in your record is incorrect
- Tell us if you change your mind about how we share the information
- Tell us should you no longer wish to be a Trust member

Accessing your membership information

To see a copy of your membership information, for further information or should you no longer wish to be Trust member, please contact:

- In writing: **Membership Office, Moorfields Eye Hospital NHS Foundation Trust, City Road, London EC1V 2PD**
- By telephone: **020 7566 2490**
- By email: **foundation@moorfields.nhs.uk**

If at any point you believe the information we process on you is factually incorrect you can request to see this information and even have it corrected or deleted.

If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer who will investigate and respond to your concerns.

How long we keep your information for

Your information will be retained whilst you remain a member of the Trust. Your information will be destroyed should you no longer wish to be a Trust member.

Your rights

Under certain circumstances, you have rights under data protection legislation in relation to your personal information. These rights include:

- Requesting access to your personal information. – You are able to apply for a copy of personal information held about you free of charge. This process is called a subject access request
- Requesting correction of your personal information – This would apply if factual information held such as name, address or health information was incorrect.
- Requesting erasure of your personal information – The right will apply if the information is no longer needed.
- Objecting to processing of your personal information – You can object to us processing your information if there is no overriding legal reason for us to continue to do so.
- Requesting restriction of processing your personal information – You can request to restrict processing of some of the information held about you such as how you wish to be contacted and for what purposes. Where this is the case we will discuss with you how the restriction this may have an impact on your membership as appropriate.
- Requesting transfer of your personal information – This right would generally not apply for membership related information as this information is specific to Moorfields
- Right to withdraw consent – You can opt-out of activities where the basis of us using your information is consent such as marketing or research.

If you wish to exercise your rights in relation to the above please contact the Trust's Data Protection Officer, contact details are provided below.

Moorfields' Contact Details

The Trust has Data Protection Officer, who is a dedicated individual responsible for data protection who can be contacted as follows:-

Data Protection Officer
Information Governance Department
Moorfields Eye Hospital NHS Foundation Trust
162 City Road
London
EC1V 2PD

Email: moorfields.ig@nhs.net

Tel: 020 7253 3411

Complaints

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office (ICO) as follows:-

- In writing: Information Commissioner's Office, Wycliffe House, Cheshire SK9 5AF
- By telephone: 08456 30 60 60
- Online: www.ico.org.uk