

# Privacy Notice – Waiting Times Website

South East London ICB has pulled together the current waiting times for numerous services across south east London. The website has two different views, a patient view, and a healthcare professional view.

## Patient view

The patient view of the website provides an up-to-date overview of waiting time information for elective services across the three acute trusts in SEL and a map function for you to view travel times to the different sites, based on the location you enter into the search. The three trusts it will contain data on are:

- Lewisham and Greenwich NHS Trust
- Guy's and St Thomas' NHS Foundation Trust
- King's College Hospital NHS Foundation Trust

## Healthcare professional view

The healthcare professional view of the website provides an up-to-date overview of waiting time information for elective services across the three acute trusts in SEL. The three trusts it will contain data on are:

- Lewisham and Greenwich NHS Trust
- Guy's and St Thomas' NHS Foundation Trust
- King's College Hospital NHS Foundation Trust

A selection of alternative services are available based on the borough and specialty you select from the drop-down options.

This website will not hold or receive information about you, nor will it collect any information that can identify you or be used to identify you. We will collect the waiting times from the NHS Trusts, and load this onto the website.

DBS have been contracted to build and host this website on our behalf. Their cookie policy is also available on this website. Read the [DBS processor-only privacy policy](#) for information about DBS. DBS' privacy policy is not specific to this website and therefore does not accurately reflect the information collected. The ICB privacy notice accurately describes what data is collected.

We are required by Articles in the General Data Protection Regulations to provide you with the information in the following 9 subsections.

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| 1) <b>Controller</b> contact details              | NHS South East London<br>160 Tooley Street<br>London SE1 2TZ   |
| 2) <b>Data Protection Officer</b> contact details | Strategic IG Lead<br><a href="mailto:ICBDPO@selondonics.nhs.uk">ICBDPO@selondonics.nhs.uk</a>  |
| 3) <b>Purpose</b> of the processing               | No personal data will be processed by the ICB as part of this website.<br><br>DBS, the website host will use Google analytics for usage reporting. Basic metrics will be reported, for example, the average time spent on the website. These metrics are not associated with personal data and are anonymous, therefore it is not possible to trace information to individual users. The only information that can be entered into the |

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|   | <p>website are postcodes in the google map's function. Postcodes and the hospitals searched for are not sent to google analytics, they are only used for Google maps API's to give directions to the hospital. Postcodes will not be retained.</p>   |
| 4) <b>Lawful basis</b> for processing                                 | <p>No identifiable data is processed as part of this website, therefore a lawful basis for processing is not required.</p>   |
| 5) <b>Recipient or categories of recipients</b> of the processed data | <p>No information that identifies you will be shared, as no identifiable information is being collected.</p> <p>DBS will report back to the ICB anonymised usage statistics.</p>   |
| 6) <b>Rights to object</b>  | <p>You have the right to object to some or all the information being processed under Article 21. Please contact the Controller. 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.</p> <p>However, no identifiable data about you is being processed, collected or shared as part of this work.</p> <p>Please refer to the DBS Cookie Policy for details on how to reject these.</p> |
| 7) <b>Right to access and correct</b>                                 | <p>You have the right to access the data that is being shared and have any inaccuracies corrected. There is no right to have accurate medical records deleted except when ordered by a Court of Law.</p> <p>However, no identifiable data about you is being processed, collected or shared as part of this work.</p>  |
| 8) <b>Retention period</b>  | <p>No identifiable data will be retained.</p>  |
| 9) <b>Right to Complain.</b>  | <p>You have the right to complain to the Information Commissioner's Office, you can use this link <a href="https://ico.org.uk/global/contact-us/">https://ico.org.uk/global/contact-us/</a> or calling their helpline Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate)</p> <p>There are National Offices for Scotland, Northern Ireland and Wales, (see ICO website)</p>   |