
Registration Number: Z5801192

Date Registered: 02 November 2001 **Registration Expires:** 01 November 2016

Data Controller: NHS National Services Scotland

Address:

Gyle Square
1 South Gyle Crescent
Edinburgh
EH12 9EB

**This data controller states that it is a public authority under the
Freedom of Information Act 2000 or a Scottish public authority under the
Freedom of Information (Scotland) Act 2002**

**This register entry describes, in very general terms, the personal data being
processed by:**

NHS National Services Scotland

Nature of work - NHS Trust/Health Authority

Description of processing

The following is a broad description of the way this organisation/data controller processes personal information. To understand how your own personal information is processed you may need to refer to any personal communications you have received, check any privacy notices the organisation has provided or contact the organisation to ask about your personal circumstances.

Reasons/purposes for processing information

We process personal information to enable us to provide and support the provision and administration of healthcare, including legal, services for patients and donors of blood, tissue or cells; data matching under the national fraud initiative; research; supporting and managing our employees, maintaining our accounts and records and the use of CCTV systems for crime prevention.

We undertake a variety of functions delegated to us by the Scottish Ministers, and referred to us from Health Boards by the Scottish Ministers. We provide services to, and carry out tasks for bodies associated with the health service in Scotland. In addition, we have functions of supplying certain goods and services to other bodies including local authorities, non-departmental public bodies (NDPBs) and government departments. We process personal

information in pursuit of some of these functions.

Type/classes of information processed

We process information relevant to the above reasons/purposes. This may include:

- personal details
- family details
- education, training and employment details
- financial details
- goods and services
- lifestyle and social circumstances
- visual images, personal appearance and behaviour,
- details held in the patients record
- responses to surveys

We also process sensitive classes of information that may include:

- racial and ethnic origin
- offences and alleged offences
- criminal proceedings, outcomes and sentences
- trade union membership
- physical or mental health details
- religious or similar beliefs
- sexual life

Who the information is processed about

We process personal information about:

- our patients
- donors of blood, tissue or cells
- suppliers
- employees, including of other organisations
- board and committee members
- complainants, enquirers
- survey respondents
- professional experts and consultants
- individuals captured by CCTV images
- visitors to our premises
- family health services contractors
- residents in care homes
- public sector body service users
- landlords
- carers

Who the information may be shared with

We sometimes need to share the personal information we process with the individual themselves and also with other organisations. Where this is necessary we are required to comply with all aspects of the Data Protection Act (DPA). What follows is a description of the types of organisations we may need to share some of the personal information we process with for one or more reasons.

Where necessary or required we share information with:

- our patients
- family, associates and representatives of the person whose personal data we are processing
- staff
- current, past or potential employers
- healthcare social and welfare organisations
- suppliers, service providers, legal representatives
- auditors and audit bodies
- educators and examining bodies
- survey and research organisations
- people making an enquiry or complaint
- financial organisations
- professional advisers and consultants
- business associates
- police forces
- other law enforcement agencies
- advocates
- security organisations
- central and local government
- voluntary and charitable organisations
- professional bodies
- trade unions

CONSULTANCY AND ADVISORY SERVICES

Information is processed for consultancy and advisory services that we offer, including on software development, software testing, problem resolution, demonstration, project and service management for both internal and external customers. For this reason the information processed may include name, contact details, financial details, goods and services provided and physical or mental health details. This information may be about staff, including of other organisations; clients and customers; complainants; enquirers; patients; family health services contractors.

Where necessary this information is shared with the data subjects themselves, service providers; suppliers; healthcare social and welfare organisations.

ADMINISTRATION OF HEALTH AND CARE SERVICES

Personal information is used to support and inform the delivery, monitoring, evaluation and planning of health, care and related public services in a number of ways. In particular, the processing includes: the processing of mandatory statistical returns relating to patients and social care clients and staff of other NHS organisations; the processing of quality improvement information; providing national statistics on staff, patients and NHS resources; providing management information on NHSScotland staff; processing for environmental health purposes, including health surveillance and analysis; the processing of personal information in relation to the payment, probity and approval of NHS family health services contractors; the processing of payments to other NHS organisations for specialist services; the processing of personal information in relation to the national screening programmes; the processing of personal information in relation to the provision of health products to the appropriate persons.

For these reasons the information processed may include: personal details, family details, education, training and employment details, financial details, goods and services, lifestyle and social circumstances, visual images, personal appearance and behaviour, details held in the patient's record, responses to surveys, trends identified from social media postings. Sensitive classes of information processed may include: racial and ethnic origin, offences and alleged offences, criminal proceedings, outcomes and sentences, trade union membership, physical or

mental health details, religious or similar beliefs, sexual life. This information may be about patients; persons associated with patients; donors of blood, tissue or cells; suppliers; employees, including of other organisations; complainants; enquirers; survey respondents; professional experts and consultants; family health services contractors; residents in care homes; public sector body service users; landlords.

Where necessary this information is shared with the data subjects themselves, patients, donors, family, associates and representatives of the person whose personal data we are processing, staff, current, past or potential employers, healthcare social and welfare organisations, suppliers, service providers, legal representatives, auditors and audit bodies, educators and examining bodies, survey and research organisations, people making an enquiry or complaint, financial organisations, professional advisers and consultants, business associates, police forces, other law enforcement agencies, security organisations, central and local government, voluntary and charitable organisations.

LEGAL SERVICES

Personal information is used by our Central Legal Office to provide legal services, including advising and acting on behalf of clients. For this reason the information processed may include: personal details, education and training details, employment and financial details, goods and services. Sensitive classes of information processed may include trade union membership, physical or mental health details, offences and alleged offences, criminal proceedings, outcomes and sentences. This information is about staff, including of other organisations; customers and clients; people making an enquiry or complaint; professional experts and consultants; patients; relatives, guardians and associates of the person whose personal data we are processing.

Where necessary this information is shared with the data subjects themselves; patients; family, associates and representatives of the person whose personal data we are processing; staff; current, past or potential employers; healthcare social and welfare organisations; suppliers; service providers; legal representatives; auditors and audit bodies; educators and examining bodies; survey and research organisations; people making an enquiry or complaint; debt collection and tracing agencies; professional advisers and consultants; business associates; police forces; private investigators; central and local government; voluntary and charitable organisations; ombudsmen and regulatory authorities; the media.

COUNTER- FRAUD PROCESSING

We use personal information when working to deter, disable, detect and deal with financial crime both inside the NHS and beyond, coordinating awareness campaigns and for use in intelligence-led investigations. The information processed may include: personal details; family details; education and training details; employment details; financial details; goods and services; sound and/or visual images; personal appearance and behaviour. Sensitive classes of intelligence and information processed may include physical or mental health details; offences and alleged offences; criminal proceedings, outcomes and sentences. This intelligence and information is about staff, including of other organisations; customers and clients; suppliers; people making an enquiry or complaint; family, associates and representatives of the person whose personal data we are processing; patients; offenders and suspected offenders; witnesses; members of the public; family health services contractors.

Where necessary this intelligence and information is shared with the data subjects themselves; associates and representatives of the person whose personal data we are processing; staff, including of other organisations; healthcare social and welfare organisations; suppliers; service providers; legal representatives; auditors and audit bodies; debt collection and tracing agencies; professional advisers and consultants; business associates; police forces; other law enforcement agencies; central and local government.

BLOOD TRANSFUSION (BLOOD, TISSUE AND STEM CELLS) SERVICES

We are the specialist provider of transfusion medicine in Scotland, supplying high quality blood, tissues, products and services. We work with communities, hospitals and professionals to ensure

that the donor's gift is used wisely and effectively for the benefit of patients. For this reason the personal information processed may include personal details; family details; education and training details; employment details; donor/patient or next of kin consent details. Sensitive classes of information processed may include physical or mental health details; religious or similar beliefs; racial and ethnic origin. This information may be about staff, including of other organisations; patients; donors; family, associates and representatives of the person whose personal data we are processing; family health services contractors.

Where necessary this information is shared with the data subjects themselves; family, associates and representatives of the person whose personal data we are processing; healthcare social and welfare organisations; education, training establishments and examining bodies; suppliers; service providers; police forces; worldwide blood authorities and associated bodies.

LENDING, HIRE AND LIBRARY SERVICES

Information is processed in support of these services. For this reason, the personal information processed may include personal details; family details; education and training details; employment details; financial details; goods and services. Sensitive classes of information processed may include physical or mental health details, offences and alleged offences. This information may be about staff; customers and clients; suppliers; members or supporters; people making an enquiry or complaint; family, associates and representatives of the person whose personal data we are processing; professional experts and consultants; patients; witnesses; vehicle-keepers, authors, publishers, editors.

Where necessary this information is shared with the data subjects themselves; family, associates and representatives of the person whose personal data we are processing; healthcare social and welfare organisations; business associates; professional advisers and consultants; staff; suppliers; service providers; police forces; people making an enquiry or complaint; financial organisations; central government; courts/tribunals; judges.

ADMINISTRATION OF THE NATIONAL APPEAL PANEL FOR ENTRY TO THE PHARMACEUTICAL LIST

We provide secretariat services to the National Appeal Panel for Entry to the Pharmaceutical List. For this reason the personal information processed may include personal details, family details, education and training details, details of court/ tribunal or inquiry proceedings. The information is about individuals who are appealing against a decision made in relation to entry to the Pharmaceutical List.

Where necessary this information is shared with the data subjects themselves; family, associates and representatives of the person whose personal data we are processing; healthcare social and welfare organisations; central government.

Transfers

It may sometimes be necessary to transfer personal information overseas. When this is needed information may be transferred to countries or territories around the world. Any transfers made will be in full compliance with all aspects of the data protection act.