**How your personal information is used by**

**Synchronicity Care Limited**

Synchronicity Care Ltd (SCL) (trading as “**Synchronicity Care Limited**”) is a wholly owned subsidiary of County Durham and Darlington NHS Foundation Trust (the “**Trust**”). SCL provides estates, facilities, and procurement services under contract to the Trust for the benefit of people living in County Durham and Darlington.

**Contact details and address:**

Synchronicity Care Ltd (Company Number 09679630)

Darlington Memorial Hospital, Hollyhurst Road, Darlington DL3 6HX

Tel: 01325 743 092

This Privacy Notice explains how SCL uses and processes information it holds about you, including how the information may be shared with other organisations. We will continually review and update this Privacy Notice to reflect changes in our services and feedback from service users, as well as to comply with changes in the law.

Synchronicity Care Ltd is registered with the Information Commissioner’s Office (ICO) as a data controller, registration Number is ZA450865.

**Why do you collect information about me?**

SCL provides estates, facilities, and procurement services to the Trust. In order to deliver these services to the Trust SCL is contractually required to collect and hold information.

Our basis for the lawful processing of your data is:

* Article 6(1) (b) processing is necessary for the performance of a contract;
* Article 6(1) (c) necessary for compliance with a legal obligation;
* Article 6(1) (e) processing is necessary for the performance of a task carried out in the public interest.

# What information do you hold about me?

We collect basic “personal” data about you which does not include any special types of information or location-based information. This “personal” information may include:

# Basic details about you, such as your name, address, NHS number, phone number, and email address.

# Contact details provided for the purposes of contracts.

**Do we use Third parties to process data on our behalf?**

Yes, we have entered into contracts with other approved organisations and suppliers to provide services for us. These contractors are known as **‘Data Processors’** and are subject to the same legal rules and conditions for keeping personal information confidential and secure as we are.

We are responsible for making sure that staff in those organisations comply with legislation to keep information secure and protect privacy. These conditions are written into legally binding contracts, which we will enforce if our standards of information security are not met and confidentiality is breached.

**Who can access my information?**

Information about you may be accessed by employees of SCL who are providing estates and facilities management and procurement services to the Trust.

All staff have a legal duty to keep information about you confidential. They will only access your information when it is necessary to do so and will only disclose your information when authorised, allowed by law, or you have consented.

**How do you store my information?**

Your information will be stored by SCL in the form of either:

* Paper based records,
* Core electronic systems,
* In other electronic formats, eg, emails.

**How long will you keep my information?**

SCL is required to keep your information for the periods of time set out in ‘Records Management Code of Practice for Health and Social Care 2021’.

Some information may be kept for longer than the above periods, further information on the retention periods can be found [here](https://www.nhsx.nhs.uk/information-governance/guidance/records-management-code/)**.**

**Who will you share my information with?**

Your information will be shared internally between teams within the County Durham and Darlington NHS Foundation Trust Group where appropriate and necessary and also externally, eg, Police. Access to personal information will be shared in some limited circumstances where it is legally required for the safety of individuals concerned.

SCL may be required to share information with National Health Service (NHS) England. The information shared may identify you, however, the Trust will endeavour to always ensure that you are aware of the information being shared and why and anonymise your information as much as we can.

Additionally, we may need to share your information with the regional Integrated Care Board (ICB) and the North of England Clinical Commissioning Support Unit, who process requests on behalf of ICB for many purposes, some are mandated. An example would be where funding has been approved. This information is processed under Article 6(e): performance of a public task/official functions, and Article 9(h) provision of health or social care or treatment.

Your confidential information will only be additionally shared where there is a legal basis for doing so.

* If we have been instructed to do so by a Court,
* Where there is a legal requirement to provide the information,
* Where you have given explicit consent to share the information outside of the original purposes.

We may also share your information with external Auditors appointed by the Trust in line with the Local Audit and Accountability Act 2014. These auditors may have to process Personal Data, such as (but not limited to) names, addresses, dates of birth, contact details, information relating to gender and/or ethnicity, and financial information. Auditors will not have access to confidential clinical information relating to you.

Sometimes we will also share your information in an anonymous format with organisations, such as universities, community safety units, and research institutions. If your information is anonymous it means you cannot be identified.

In such cases, the shared data is made anonymous, wherever possible, by removing all personal-identifying details, unless the law requires the person’s identity to be included. In these circumstances we do not need your permission to share your anonymous information.

If you do not want your personal information to be shared and used then you should discuss your objections with SCL and refer to the contact details below.

**How we use your information**

The information we collect is used to ensure that you receive the services that the Trust has procured from SCL. For example, our catering team may use your name and NHS number to ensure that you receive a meal tailored to your specific dietary needs, our clinical engineering team may record your contact details to track any specialist equipment that has been issued to you in connection with the treatment you may be receiving from the Trust.

Information is used to guide and record the services you receive and is vital in helping SCL to:

* assess the quality of services we provide;
* put in place robust contractual management processes; and
* to ensure that we can assist the Trust if you and your family have a concern or a complaint about the services we provide support for.

# Your data may be used to contact you about your experiences of using such services via surveys and questionnaires. The information we share would be anonymous so you cannot be identified and all access to and use of this information is strictly controlled.

The information collected about you when you use these services can also be provided to other approved organisations, where there is a legal basis, to help with planning services, improving estates and facilities

Sharing with National NHS organisations such as NHS England assess the effectiveness of the services provided by publicly funded services. We share information from your answers to questionnaires on a regular basis to meet our NHS contract obligations. We do this to continually improve our services.

All these help to provide better services for you. Confidential personal information is only used in this way where allowed by law and would never be used for insurance or marketing purposes without your explicit consent.

**How can I access or obtain a copy of my information?**

You can request access to the information that SCL holds about you and you should do this by approaching the Head of Information and Operations at SCL in the first instance. They will provide you with guidance on the SCL processes.

Once your request has been received and your identity/entitlement verified it will be completed within 30 calendar days, however, if your records are extensive we may take longer to process your request but will inform you from the outset.

**To submit a formal request, please contact:**

Dave Hindson

Head of Information and Operations

Synchronicity Care Ltd

Darlington Memorial Hospital

Hollyhurst Road

Co Durham

DL3 6HX

Or email: [d.hindson@nhs.net](mailto:carol.birch@nhs.net)

**Information that you are entitled to:**

As well as receiving a copy of the information that SCL holds and processes you are also entitled to the following if required:

* To be told whether any personal data is being processed.
* Given a description of the personal data, the reasons it is being processed, and whether it will be given to any other organisations or people.
* Given a copy of the personal data together with its source (where this is available).

**How do you make sure personal data is safe and secure?**

We will use your information in a way that follows data protection laws and SCL policies and procedures.

Everyone working for the NHS is subject to the Common Law Duty of Confidence. Information provided in confidence will only be used for the purposes advised and consented to, unless it is required or permitted by the law.

All SCL staff are required to undertake mandatory Data Security and Protection training, which covers how personal information should be processed.

**Do we process information overseas?**

On occasions your data may be processed outside the UK, in most circumstances it will remain within the European Economic Area (EEA) with very few transfers internationally.

If your data is transferred outside the UK we are required to ensure there is adequate protection in place ensuring that appropriate safeguards are put in place. This is checked on an annual basis and entered on the Trust’s central International Transfer register.

**How do you protect my privacy/confidentiality?**

We protect your information by following data protection laws:

* UK General Data Protection Regulation (UKGDPR) 2018
* Data Protection Act (DPA) 2018

The UKGDPR and DPA 2018 are the laws that primarily determine how we can use your personal data, however, there are other laws that are followed if we need to process your information:

* The Human Rights Act 1998
* Freedom of Information Act 2000
* Computer Misuse Act 1998
* Audit Commission Act 1998
* Regulation of Investigatory Powers Act 2000

**Your rights and how we adhere and protect them?**

You have a number of rights in relation to the information we hold about you, however, not all of these rights will apply to the information we hold about you.

Further information is contained in our information leaflet on the Trust website as not all of these rights will apply to the information we hold about you.

These rights are:

* The right to be informed
* The right of access
* The right of rectification
* The right to erasure
* The right to restrict processing
* The right to data portability
* The right to object
* Rights in relation to automated decision making

# Further Information

# Data Protection Officer

The Data Protection Officer (DPO) is responsible for ensuring that SCL complies with the UKGDPR. The DPO is the person to contact if you would like to know more about how we use your information, require information in any accessible format or language, or if (for any reason) you do not wish to have your information used in any of the ways described. Their contact details are:

Lisa Nattrass

Data Protection Officer

Health Informatics

County Durham & Darlington NHS Foundation Trust

Darlington Memorial Hospital

Hollyhurst Road

Co Durham

DL3 6HX

Or email: [cddft.dataprotectionofficer@nhs.net](mailto:cddft.dataprotectionofficer@nhs.net)

**What if I have concerns about how CDD Services are handling my data?**

Please speak to us first. Refer to the contact details above.

If SCL is unable to comply with your request, or if you are unhappy about how we have used your data, you can contact the Information Commissioners Office who also provide independent advice about data protection, privacy and information-sharing issues:

The Information Commissioner

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Phone: 0303 123 1113

Website: [www.ico.org.uk](http://www.ico.org.uk)

**Customer Services and Complaints**

We welcome comments about your care and about how we use your information. If you have any compliments, comments, concerns or complaints, please contact:

Patient Experience Team,

Appleton House

Lanchester Road

Durham

DH1 5XZ

Telephone: 0800 783 5774,

Email: [cdda-tr.patientexperiencecddft@nhs.net](mailto:cdda-tr.patientexperiencecddft@nhs.net) - Patient Experience and Complaints

It is important to point out that we may amend this Privacy Notice from time to time.

Last reviewed: 14th February2024.

Last Updated: 8th May 2025