

Your Data, Your Rights

*A guide to your data protection rights as a
student of DREAM*

How to use this guide

DREEAM which is a service within Nottingham University Hospitals (NUH) NHS Trust collects and stores information about you. This can include your contact details, your photo, coursework, progress and attendance. This information is necessary to ensure that we can support you during your training/course/placement, meet contractual requirements if your course is linked to a University, and provide you with the best student experience.

The law:

In collecting and storing your information, DREEAM has to follow the law to protect your privacy by managing your data securely and fairly. We need to make sure information related to you is accurate, kept only as long as it is needed and only used for the right reasons. The laws are the UK General Data Protection Regulations (UK GDPR) and the Data Protection Act 2018.

This guide explains your rights under these laws and how to exercise them.

Our commitment to you

There are a number of data protection rights for students. DREEAM is a service of Nottingham University Hospitals (NUH) NHS Trust. We make the following commitments about the data we keep about you and the way that we protect it. We will:

- Keep the right information to provide services and fulfil our legal responsibilities to you.
- Keep your records safe, secure and accurate.
- Only keep your information as long as necessary.
- Collect, store and use the information you provide to the data protection standards and the laws that govern data protection.
- Comply with the UK General Data Protection Regulations (UK GDPR) and the Data Protection Act 2018, which requires that the way we manage your personal data is fair, lawful and transparent.

Why do we keep your data?

If we don't have up to date information about you, it may affect our ability to deliver your training, course or placement requirements. We hold information about you in order to be able to:

- Deliver your training, course or placement.
- Confirm who you are when we contact you, or when you contact us.

- Check the quality of your training, course or placement.
- Help investigate concerns or complaints that you or your employer may have.
- Meet contractual requirements if your course is linked to a University.

Our legal basis for processing your personal information

The UK GDPR requires us to meet specific conditions in order to ensure that the processing of your personal data is lawful. We rely upon the following conditions in order to process your personal data for the provision of your training, course or placement:

UK GDPR Article 6(1)(b):

“processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract”

To manage your education and your student experience whilst studying with us.

UK GDPR Article 6(1)(e):

“processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller”

For the provision of education to you and to undertake research.

UK GDPR Article 9(2)(a):

“the data subject has given explicit consent to the processing of those personal data for one or more specified purposes”

Where we ask for special category data such as your ethnicity, sexual orientation, religion, health/disability, you will normally be able to refuse to give consent.

Taking care of your data

We hold your data securely whether it is on paper or electronic. There are strict safeguards in place to protect your data and how it is used. We only keep your information for the duration of your interaction with DREEAM, after which time your data will be archived and no longer viewable. Anonymised data will be used by Dynamics 365 to generate performance data.

Using Artificial Intelligence

In our CRM platform, Dynamics 365, artificial intelligence is leveraged to enhance communication efficiency, simplify employee responsibilities, and expedite service provision. Through the AI in Dynamics 365, your data is utilised to generate summaries of your requirements, prevent downtime with predictive features, and boost operations through automation.

The AI provides interactive scoring to help us to ensure that we are keeping in touch with our students and dealing with their enquiries efficiently and effectively. It also has a function within the student record to summarise the interactions which assists our team to deal with the enquiry and manage it efficiently.

Sharing your data

We do not share your personal data with commercial companies or third parties.

We do share your data with:

- Other academic organisations who are partners in the delivery of your training, course or placement – for example a university, in accordance with our contractual obligations, this includes information about the activity we have undertaken
- Your employer if the training, course or placement has been arranged through them, this includes information about any non-attendance at training or courses.

Wherever possible we will tell you if we need to share your data with other organisations. In certain situations, we may not be able to inform you, for example if we have been asked to share information with the police, specifically without informing you, because it may adversely impact on the investigation being undertaken. In some cases, the law requires us to share personal data – for example, if the information is needed for a complaint or court case.

Where we do share your data, there are legal agreements in place to safeguard your information.

Your rights

You have certain legal rights, including a right to have your information processed fairly and lawfully and a right to access any identifiable information we hold about you.

You have the right to privacy and to expect DREEAM at Nottingham University Hospitals (NUH) NHS Trust to keep your information confidential and secure.

You also have a right to request that your confidential information is not used beyond your training, course or placement in certain situations and to have your objections considered. In circumstances where we are processing your data in order to provide education to you or to conduct research, the right to object is not absolute, in which case we may refuse if there are legitimate grounds for the processing which override your interests, rights, and freedoms. We may also refuse to comply with your objection if the reason we are processing your data is to establish, exercise or defend legal claims.

In circumstances where we are relying upon consent to process your special category data, as in the case of your ethnicity, disability/health conditions, religion etc, you have the right to withdraw your consent at any time.

If you want to know more

If you have any concerns about how we keep and manage your personal information, please discuss this with a member of the DREEAM Team delivering your training, course or placement.

The full GDPR policy for Nottingham University Hospitals (NUH) NHS Trust is available on the NUH website here:

<https://www.nuh.nhs.uk/download.cfm?doc=docm93jjm4n8728.pdf&ver=19548>

Further details of your data protection rights, can be accessed from the Information Commissioners Office website here: <https://ico.org.uk/for-the-public/>.

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

Contacts for more information about your rights

Nottingham University Hospitals Data Protection Administration

If you wish to exercise any of your Data Protection rights as outlined above, or if you wish to make a complaint about the way we have handled your data, please contact us using the details below:

Post: Data Protection Officer, Data Protection Administration Office,
Nottingham University Hospitals, Queen's Medical Centre, Derby Road,
Nottingham, NG7 2UH

Tel: (0115) 924 9924 Extension 83975

Email: dpo@nuh.nhs.uk

Information Commissioner

If after exhausting our internal processes you believe that we have not complied with the data protection legislation you may wish to seek advice from the Information Commissioner.

Telephone 0303 123 1113

Alternative Contact methods, including a service for individuals who are deaf, or who have a hearing or speech impairment can be found here:

<https://ico.org.uk/global/contact-us/contact-us-public/public-advice/>.