

Health and care: Template privacy notice (PN)

Background

Being open with people about how you use their information is a key requirement under the UK General Data Protection Regulation (UK GDPR) and shows people that you care about their information. Explaining to people in advance what you will be doing with their information helps to build trust, avoid confusion, and lets everyone know what to expect.

Organisations that hold personal information, such as people's names and contact details, must produce a privacy notice. A privacy notice explains why you need people's personal information, what you plan to do with it, how long you will keep it, and if you will share it with anyone else.

Your privacy notice needs to include details of people's information rights. It should also tell people how they can complain if they have concerns about the way you are using their information.

People should understand that the information collected is relevant and necessary to the purpose(s) you have stated. For example, collecting and recording information about a patient's blood test results is relevant and necessary for the purpose of providing care.

You will need to be able to explain these points in writing in a way that's easy for people to understand. This could include presenting the information in a layered format on your website so that people can easily click through to the areas they are interested in.

A template privacy notice can be found below. We encourage organisations to adopt this template. The template is written so that it is easy to use without needing expertise in data protection. It is often clearer if each of your purposes for collecting data has its own privacy notice. For example, one notice to cover individual care, one to cover research and another to cover job applications. It is the responsibility of your organisation to ensure that the privacy notice is completed appropriately.

If you are a sponsor for research or a research site, you will need to prepare a privacy notice about your use of personal data for research. Research sponsors should refer to the Health Research Authority (HRA) [transparency templates for sponsors](#) to support you in this case. NHS organisations participating in research should provide a link to the HRA [transparency template for sites](#) as embedded in this template.

Text in **green background** is guidance only and should be removed before publishing.

Text in **blue** is sample wording and should be reviewed. It should be edited or removed according to your local circumstances.

Privacy Notice

Health Innovation North West Coast for Cheshire & Merseyside Provider
Collaborative Ambient Voice Technology at-scale Pilot

This privacy notice tells you what we do with your personal information.

Our contact details

Health Innovation North West Coast

Sci-Tech Daresbury,
Vanguard House,
Keckwick Lane,
Daresbury,
Warrington
WA4 4AB

0151 254 3400

info@healthinnovationnwc.nhs.uk

www.healthinnovationnwc.nhs.uk/

Controller contact details

The controller(s) is/are:

Name	Address	Telephone	Email	Website
Alder Hey Children's NHS Foundation Trust	East Prescott Road, Liverpool L14 5AB	0151 228 4811	DPO@alderhey.nhs.uk	www.alderhey.nhs.uk
NHS Cheshire and Merseyside Integrated Care Board - Primary Care & All Age Continuing Health Care	1 Lakeside 920 Centre Park Square Warrington, WA1 1QY	0800 132996	infogov.cmicb@miaa.nhs.uk	www.cheshireandmerseyside.nhs.uk
Cheshire and Wirral Partnership NHS Foundation Trust	Chester Health Park, Liverpool Road, Chester CH2 1BQ	01244 397397	cwp.dpo@nhs.net	www.cwp.nhs.uk
Countess of Chester Hospital NHS Foundation Trust	Liverpool Road Chester CH2 1UL	01244 365000	mlcsu.ig@nhs.net coch.dpo@nhs.net	www.coch.nhs.uk

Name	Address	Telephone	Email	Website
East Cheshire NHS Trust	Victoria Rd, Macclesfield SK10 3BL	01625 421000	ecn-tr.dataprotection@nhs.net ecn-tr.informationgovernance@nhs.net	www.eastcheshire.nhs.uk
Mersey and West Lancashire Teaching Hospitals NHS Trust	Whiston Hospital, Warrington Road, Prescott, L35 5DR	0151 426 1600	IG@midmerseyda.nhs.uk	www.merseywestlancs.nhs.uk
Mersey Care NHS Foundation Trust	V7 Building Kings Business Park Prescot L34 1PJ	0151 473 0303	DPO@merseycare.nhs.uk	www.merseycare.nhs.uk
Mid Cheshire Hospitals NHS Foundation Trusts	Leighton Hospital Middlewich Road Crewe Cheshire CW1 4QJ	01270 255141	information.governance@mcht.nhs.uk	www.mcht.nhs.uk
North Cheshire & Mersey NHS Foundation Trust	Executive Offices Kendrick Wing Warrington Hospital Lovely Lane Warrington WA5 1QG	01925 635911	ncm.dataprotection@nhs.net	www.whh.nhs.uk
North West Ambulance	Ladybridge Hall HQ	0345 112 0999	dpo@nwas.nhs.uk	www.nwas.nhs.uk

Name	Address	Telephone	Email	Website
Service NHS Trust	Chorley New Road Bolton BL1 5DD			
The Clatterbridge Cancer Centre NHS Foundation Trust	Clatterbridge Road, Bebington Wirral, Merseyside CH63 4JY	0151 334 4000	ccf-tr.cccdataprotectionofficer@nhs.net	www.clatterbridgecc.nhs.uk
The Walton Centre NHS FT	Lower Lane Fazakerley Liverpool L9 7LJ	0151 525 3611	wcft.information.governance@nhs.net wcft.dpo@nhs.net	www.thewaltoncentre.nhs.uk
Wirral Community / Wirral University Teaching Hospital NHS Foundation Trust	Arrowe Park Road Upton Wirral CH49 5PE	0151 678 5111	wih-tr.IGTeam@nhs.net wcnt.dpo@nhs.net	www.wuth.nhs.uk www.wchc.nhs.uk
University Hospitals of Liverpool Group NHS Foundation Trust	Royal Liverpool University Hospital Prescot Street, Liverpool, L7 8XP	0151 706 2000	DPO@liverpoolft.nhs.uk	www.uhliverpool.nhs.uk

Commented [PB1]: These are the contact details for Wirral Teaching Hospital. They are in the process of merging with Community - don't know if you need both organisations separating for the interim

Add the organisation(s) name, postal address, phone number, email address and website

Data Protection Officer contact details

Our Data Protection Officer is Tony Woods and is responsible for making sure we follow data protection laws. You can contact them with queries or concerns relating to the use of your personal data at info@healthinnovationnwc.nhs.uk.

How do we get information and why do we have it?

The personal information we collect is provided directly from you because:

- we are conducting an evaluation of a service you have used with one of the health organisations

What information do we collect?

Personal information

We currently collect and use the following personal information:

- personal identifiers (for example, name when conducting staff interviews)
- contacts (for example, email addresses of staff)
- Gender

More sensitive information

We collect and use the following more sensitive information (including special category data):

- data about your physical or mental health (for example, details about your disability or neurodiversity)
- data about your racial or ethnic origin

Who do we share information with?

We may share information with the following types of organisations:

- planners of health and care services (such as Integrated Care Boards, NHS England, and the Department of Health and Social Care)

In some circumstances, we are legally obliged to share information with these organisations. This includes:

- when required by NHS England to develop national IT and data services

We may also share information if the public good outweighs your right to confidentiality. This could include:

- where there are serious risks to the public or staff
- to protect children or vulnerable adults

We may also de-identify your information, so that it can be shared and used for purposes beyond your individual care whilst maintaining your confidentiality.

What is our lawful basis for using information?

Personal information

Under the UK General Data Protection Regulation (UK GDPR), we must have a "lawful basis" for collecting and using your personal information. The lawful basis we rely on for using personal information is:

(a) We have your consent. This means you have agreed that we can use or share your personal information

(b) We need to collect or use the information because we have a contract with Cheshire and Merseyside Integrated Care Board

More sensitive data

Under UK GDPR, the lawful basis we rely on for using information that is more sensitive (special category) is:

(j) For archiving, research and statistics, and the law allows us to use sensitive information for this purpose

How do we store your personal information?

Your information is securely stored for the time periods specified in the [Records Management Code of Practice](#). We will then dispose of the information as recommended by the Records Management Code. For example, we will:

- [securely dispose of your information by](#) deleting the data we hold after 2 years following the completion of the evaluation

What are your data protection rights?

Under data protection law, you have certain rights. You can:

- [ask us for copies of your personal information \(known as a subject access request\)](#)
- [ask us to rectify personal information](#) you think is inaccurate. You can also [ask us to complete information](#) you think is incomplete

- ask us to delete your personal information in certain circumstances
- ask us to limit, or change, how your personal information is used in certain circumstances
- object to how your personal information is used in certain circumstances
- ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances

You do not need to pay any charge for using your rights. If you make a request, we have one month to respond to you.

If you wish to make a request, please contact us at

Health Innovation North West Coast
Sci-Tech Daresbury,
Vanguard House,
Keckwick Lane,
Daresbury,
Warrington
WA4 4AB

info@healthinnovationnwc.nhs.uk

National data opt-out

- We are not applying the national data opt-out, because we are not using confidential patient information for planning or research purposes.

How do I complain?

If you have any concerns about our use of your personal information, you can make a complaint to us by sending us an email to info@healthinnovationnwc.nhs.uk.

We will acknowledge your complaint within 30 days.

Following this, if you are still unhappy with how we have used your data, you can then complain to the ICO.

The ICO's address is:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Date of last review

24th July 2026