

Fair Processing Notice (Privacy Notice)

Your Personal Information – what you need to know

Who we are and what we do

NHS Isle of Wight Clinical Commissioning Group (CCG) is responsible for securing, planning, designing and paying for your NHS services, including planned and emergency hospital care, mental health services as well as community and primary medical care (GP) services. We also have a performance monitoring role for these services, which includes ensuring that the highest quality of healthcare is provided and responding to any concerns from our patients on services offered. This is known as commissioning. For further information please refer to the 'About Us' page on our Website:

<http://www.isleofwightccg.nhs.uk/about-us/>

NHS Isle of Wight CCG is part of the Hampshire & Isle of Wight CCG Partnership, which was established in April 2017 and shares a single Chief Executive. The Partnership also consists of Fareham and Gosport CCG, South Eastern Hampshire CCG and North Hampshire CCG. The formal Partnership allows the CCGs to work closely together to share expertise, be more effective, reduce duplication and as a result, speed up the improvement of services for patients.

Our Commitment to Data Privacy and Confidentiality Issues

We are committed to protecting your privacy and will only process data in accordance with the Data Protection Legislation. This includes the General Data Protection Regulation (EU) 2016/679 (GDPR), the Data Protection Act (DPA) 2018, the Law Enforcement Directive (Directive (EU) 2016/680) (LED) and any applicable national Laws implementing them as amended from time to time. The legislation requires us to process personal data only if there is a legitimate basis for doing so and that any processing must be fair and lawful.

In addition, consideration will also be given to all applicable Law concerning privacy, confidentiality, the processing and sharing of personal data including the Human Rights Act 1998, the Health and Social Care Act 2012 as amended by the Health and Social Care (Safety and Quality) Act 2015, the common law duty of confidentiality and the Privacy and Electronic Communications (EC Directive) Regulations.

Using your information

We need to use information about our patients and population to enable us to commission services which meet their needs.

In undertaking our role as Commissioner our CCG holds some information about you and this document outlines how that information is used, who we may share that information with, how we keep it secure (confidential) and what your rights are in relation to this. Within the health sector, we follow the common law duty of confidence, which means that where identifiable information about

you has been given in confidence, it should be treated as confidential and only shared for the purpose of providing direct healthcare.

The CCG has a senior member of staff responsible for protecting the confidentiality of patient information. This person is called the Caldicott Guardian.

The details of our Caldicott Guardian are as follows:

Louise Spencer - Deputy Director of Quality and Nursing

Email: iwccg.caldicottguardian@nhs.net

Tel: 01983 534501

They are supported by another senior member of staff who is responsible for information risk and information security, this person is called the Senior Information Risk Owner (SIRO).

The contact details of our SIRO are as follows:

Roshan Patel – Chief Operating Officer

Email: SIRO.HIOWPartnership@nhs.net

Tel: 01252 335085

The above two roles are also supported by our Data Protection Officer (DPO). The DPO is responsible for monitoring compliance with Data Protection legislations (GDPR & DPA 2018), Information Governance (IG) policies, providing advice and guidance, raising awareness, training and audits. The DPO acts as a contact point for the ICO, employees and the public. They co-operate with the ICO and will consult on any other matter relevant to Data Protection. The contact details of our DPO are as follows:

Email: SCWCSU.IGEnquiries@nhs.net

Isle of Wight CCG is a Data Controller and is registered with the Information Commissioner's Office (ICO) to collect data for a variety of purposes. Our registration number is **Z3619248** and a copy of the registration is available through the [ICO website](#).

What kind of information do we use?

As a Commissioner we do not routinely hold or have access to your medical records. However, we may need to hold some personal information about you, for example:

- Your name, address, your date of birth, contact details and your NHS number which in some circumstances we may use as your single identifying number with no other information about you attached. Your NHS number is present in all of your health records and therefore we are able to use that number to link information to you or about you without revealing any personal or confidential data, where we are lawfully allowed to do this.

We use the following types of information/data:

- Personal Information – this is information containing details that identify individuals. The following are data items considered identifiable: name, address, NHS number, full postcode, date of birth.

- Special Categories – personal data revealing: racial or ethnic origin, political opinions, religious or philosophical beliefs, trade-union membership, sex life or sexual orientation, and health, biometric or genetic data.
- Confidential Information – this term describes information or data about identified or identifiable individuals which should be kept private or secret and includes deceased as well as living people. ‘Confidential’ includes information that is ‘given in confidence’ and ‘that which is owed a duty of confidence’.
- Pseudonymised - this is data that has undergone a technical process that replaces your identifiable information such as NHS number, postcode, date of birth with a unique identifier, which obscures the ‘real world’ identity of the individual patient to those working with the data
- Anonymised – this is data about individuals but with identifying details removed so that there is little or no risk of the individual being re-identified
- Aggregated - anonymised information that is grouped together so that it doesn't identify individuals

What do we use your Personal Data for?

There are some limited exceptions where we may hold and use personal information about you. For example the CCG is required by law to perform certain services that involve the processing of personal confidential information.

The areas where we regularly use personal confidential information include:

- responding to your queries, compliments or concerns
- assessments for continuing healthcare and appeal
- assessment and evaluation of safeguarding concerns
- where there is a provision permitting the use of confidential personal information under specific conditions, for example to:
 - understand the local population needs and plan for future requirements, which is known as “Risk Stratification for commissioning”
 - ensure that the CCG is billed accurately for the treatment of its patients, which is known as “invoice validation”.

Personal information may also be used in the following cases:

- the information is necessary for your direct healthcare needs
- we need to respond to patients, carers or Member of Parliament communications
- you have freely given your informed agreement (consent) for us to use your information for a specific purpose
- there is an overriding public interest in using the information e.g. in order to safeguard an individual, or to prevent a serious crime
- there is a legal requirement that will allow us to use or provide information (e.g. a formal court order).

What do we use non-identifiable data for?

We use pseudonymised, anonymised and aggregated data to plan health care services. Specifically we use it to:

- check the quality and efficiency of the health services we commission
- prepare performance reports on the services we commission
- work out what illnesses people may have in the future, so we can plan and prioritise services and ensure these meet the needs of patients in the future
- review the care being provided to make sure it is of the highest standard

Do we share your information with other organisations?

We commission NHS funded health services for you from a number of organisations, both within and outside the NHS (see Appendix A for details). We may also share anonymised statistical information for the purpose of improving local services, for example understanding how our populations health and how the services provided compare with similar services in other geographical areas e.g. to share good practice. Information may also be shared with the Hampshire and Isle of Wight Safeguarding Children and Adult Partnerships. We do not share information outside of the European Economic Area (EEA)

We would not share information that identifies you unless we have a fair and lawful basis such as:

- You have given us permission;
- We need to act to protect children and vulnerable adults;
- When a formal court order has been served upon us;
- When we are lawfully required to report certain information to the appropriate authorities e.g. to prevent fraud or a serious crime;
- Emergency Planning reasons such as for protecting the health and safety of others;
- When permission is given by the Secretary of State or the Health Research Authority on the advice of the Confidentiality Advisory Group to process confidential information without the explicit consent of individuals

The law enables some NHS bodies, particularly NHS Digital, (formally the Health and Social Care Information Centre) to collect and use anonymised patient data (e.g. that cannot identify a person) to support Commissioners to design and procure the combination of services that best suit the population they serve.

How we process information within the CCG

Data may be anonymised and linked with other data so that it can be used to improve health care and development and monitor NHS performance. Where data is used for these statistical purposes, stringent measures are taken to ensure individual patients cannot be identified.

When analysing current health services and proposals for developing future services it is sometimes necessary to link separate individual datasets to be able to produce a comprehensive evaluation. This may involve linking primary care data from your Doctor (GP) with other data such as hospital inpatient stays, outpatient appointments and A&E attendances; this type of data is called secondary uses service (SUS) data. In some cases there may also be a need to link local datasets

which could include a range of other hospital based services such as radiology, physiotherapy, audiology etc., as well as mental health and community-based clinics and services such as district nursing, podiatry etc. When carrying out this analysis, the linkage of these datasets is always done using a unique identifier that does not reveal a person's identity as the CCG does not have any access to identifiable data for these purposes.

We also contract with other organisations to process data on our behalf. These organisations are known as Data Processors and we ensure they are legally and contractually bound to operate and prove security arrangements are in place where data that could or does identify a person are processed.

A full list of details including the legal basis, Key Data Processor involvement and the purposes for processing information can be found in Appendix A.

What safeguards are in place to ensure data that identifies you is secure?

The [NHS Digital Code of Practice on Confidential Information](#) applies to all of our staff and anyone acting on behalf of the CCG. Each are required to protect your information, inform you of how your information will be used, and allow you to decide if and how your information can be shared. Each are expected to make sure information is kept confidential and undertake annual training on how to do this. This is monitored by the CCG and can be enforced through disciplinary procedures.

We also ensure the information we hold is kept in secure locations, restrict access to information to authorised personnel only, protect personal and confidential information held on equipment such as laptops with encryption (which codes data so that unauthorised users cannot see or make sense of it).

How long do we hold information for?

All records held by the CCG will be kept for the duration specified by national guidance from NHS Digital, [Health and Social Care Records Code of Practice](#). Once information that we hold has been identified for destruction it will be disposed of in the most appropriate way for the type of information it is. Personal confidential and commercially sensitive information will be disposed of by approved and secure confidential waste procedures. We keep a record of retention schedules within our information asset registers, in line with the Records Management Code of Practice for Health and Social Care 2016.

Your right to opt out of data sharing and processing

The NHS Constitution states 'You have a right to request that your personal and confidential information is not used beyond your own care and treatment and to have your objections considered'. For further information please visit: [The NHS Constitution](#)

Information not directly collected by the CCG but collected by organisations that provide NHS services.

These are known as Type 1 and national data opt-outs and are described below:

National data opt-out. The national data opt-out was introduced on 25 May 2018, enabling patients to opt-out from the use of their data for research or planning purposes, in line with the

recommendations of the National Data Guardian in her Review of Data Security, Consent and Opt-Outs.

By 2020 all health and care organisations are required to apply national data opt-outs where confidential patient information is used for research and planning purposes. NHS Digital has been applying national data opt-outs since 25 May 2018. Public Health England has been applying national data opt-outs since September 2018.

The national data opt-out replaces the previous 'type 2' opt-out, which required NHS Digital not to share a patient's confidential patient information for purposes beyond their individual care. Any patient that had a type 2 opt-out recorded on or before 11 October 2018 has had it automatically converted to a national data opt-out. Those aged 13 or over were sent a letter giving them more information and a leaflet explaining the national data opt-out. For more information go to [National data opt out programme](#)

The use of personal confidential data by CCGs for invoice validation under approval reference (CAG 7-07)(a-c)/2013) has been recently extended to the end of September 2020 [NHS England Invoice Validation](#) and as part of that review, it has been agreed that NO opt out will be applied to invoice validation due to the importance of accurately allocating NHS resources and the lack of evidence of public concern in relation to the use of data for this specific purpose. This effectively means that data which includes an identifier (usually NHS number) which is flowing from NHS Digital to commissioners for invoice validation/challenge purposes will be provided for all patients to ensure that providers receive the correct funding for the health and care services they provide.

Gaining access to the data we hold about you

The CCG does not directly provide health care services. If you wish to have sight of, or obtain copies of your own personal health care records you will need to apply to your **GP Practice, the hospital or NHS Organisation** which provided your health care.

If the CCG are holding information from which you can be identified, you have the right to:

- View this or request copies of the records by making a Right of Access request under the General Data Protection Regulation.
- request information is corrected/rectified
- have the information updated where it is no longer accurate
- where applicable, request information is erased
- where applicable, request for your data to be made portable
- where applicable, ask us to stop processing information about you where we are not required to do so by law

Everybody has the right to see, or have a copy, of data we hold that can identify you, with some exceptions. You do not need to give a reason to see your data. Under special circumstances, some information may be withheld. If you want to access your data you can do this by contacting us at:

NHS Isle of Wight CCG
Building A
The APEX
St Cross Business Park
Monks Brook
Newport
Isle of Wight

PO30 5XW

Telephone: 01983 552064

What is the right to know?

The Freedom of Information Act 2000 (FOIA) gives people a general right of access to information held by or on behalf of public authorities, promoting a culture of openness and accountability across the public sector. You can request any information that the CCG holds, that does not fall under an exemption. You may not ask for information that is covered by the Data Protection Legislation under FOIA. However you can request this under a right of access request – see section above ‘Gaining access to the data we hold about you’.

<http://www.isleofwightccg.nhs.uk/contact-us/freedom-of-information/freedom-of-information-requests.htm>

Your request must be in writing and can be either emailed or posted to:

Email: scwcsu.iowccg@nhs.net

Postal requests should be directed to:

Freedom of Information enquiries
South Central & West CSU
Omega House
112 Southampton Road
Eastleigh
Hampshire
SO50 5BP

Freedom of Information (FOI) requests are managed by South, Central and West (SCW) Commissioning Support Unit. For independent advice about data protection, privacy, data sharing issues and your rights you can contact:

Information Commissioner’s Office
Wycliffe House, Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 0303 123 1113 (local rate) or 01625 545 745
Email: casework@ico.org.uk

[Visit the ICO website.](#)

Complaints or questions

We try to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring concerns to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. Please contact us by email iwccg.complaints@nhs.net or at the address below:

Commissioning Quality Team
NHS Isle of Wight Clinical Commissioning Group
Building A
The APEX
St. Cross Business Park
Newport
Isle of Wight
PO30 5XW

For further information go to:

<http://www.isleofwightccg.nhs.uk/contact-us/making-a-complaint/making-a-complaint.htm>

Links to other websites

This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

Changes to this privacy notice

We keep our privacy notice under regular review. This Fair Processing notice was last updated in March 2020

Appendix A

Activity	Rationale
Complaints	<p>Purpose – To process your personal information if it relates to a complaint where you have asked for our help or involvement.</p> <p>Legal Basis - We will need to rely on your explicit consent to undertake such activities. You have the right to withdraw your consent at any time.</p> <p>Data Processor – we process this information ourselves.</p>
Individual Funding Requests	<p>Purpose – We may need to process your personal information where we are required to fund specific treatment for you for a particular condition that is not already covered in our contracts.</p> <p>Legal Basis - The clinical professional who first identifies that you may need the treatment will explain to you the information that is needed to be collected and processed in order to assess your needs and commission your care; they will gain your consent to share this. You have the right to withdraw your consent at any time.</p> <p>Data processor – we process this information ourselves.</p>
Continuing Healthcare – Funded Nursing Care	<p>Purpose – We may need to process your identifiable information where you have asked for an assessment for Continuing Healthcare funding (a package of care for those with complex medical needs) and you need to have a particular care package commissioned for you.</p> <p>Legal Basis - The clinical professional who first sees you to discuss your needs will explain to you the information that they need to collect and process in order for your needs to be assessed and commission your care; they will gain your explicit consent to share this. You have the right to withdraw your consent at any time</p> <p>Data Processor – we process this information ourselves along with the Isle of Wight Council to enable payment to the providers for the care given.</p>
Specialist Mental Health Placements, ABI Rehabilitation and Section 117 Aftercare	<p>Purpose – We may need to process your identifiable information in order to assess you for s.117 aftercare package, specialist mental health placements and Acquired Brain Injury (ABI) rehabilitation</p> <p>Legal Basis – The clinical professional who first sees you to discuss your needs will explain to you the information that they need to collect and process in order for your needs to be assessed and commission your care; they will gain your explicit consent to share this. You have the right to withdraw your consent at any time However if you are unable to consent we may process your information under a</p>

	<p>best interest decision in accordance with the Mental Health Act 2005.</p> <p>Data Processor – We process some of this information ourselves, however we have also commissioned West Hampshire CCG to support with the management and review process.</p>
Safeguarding	<p>Purpose – We will collect and process identifiable information where we need to assess and evaluate any safeguarding concerns.</p> <p>Legal Basis - Because of public Interest issues, e.g. to protect the safety and welfare of vulnerable children and adults, we will rely on a statutory basis rather than consent to process information for this use.</p> <p>Data Processor – we process this information ourselves.</p>
Risk Stratification	<p>Purpose Risk stratification is a process that uses Identifiable/Pseudonymised/Anonymised/Aggregate Data from health care services to determine which people are at risk of experiencing certain outcomes, such as unplanned hospital admissions.</p> <p>Data Processing activities for Risk Stratification Risk stratification tools are used by CCGs to analyse the overall health of a population using data which is anonymised in line with the Information Commissioner's Office (ICO) Anonymisation Code of Practice. The combined CCGs Secondary Use Service (SUS) data and GP data which contains an identifier (usually NHS number) is made available to clinicians with a legitimate relationship with their patients to enable them to identify which patients should be offered targeted preventative support to reduce those risks.</p> <p>The CCG has commissioned NHS South, Central and West Commissioning Support Unit (SCWCSU) to provide the risk stratification software solution on behalf of itself and its GP practices.</p> <p>This processing takes place under contract following the below steps:</p> <ul style="list-style-type: none"> • NHS Digital has a legal obligation to obtain data from providers of NHS care such as the local hospital or community hospital. This data is then sent to the SCWCSU DSCRO and amended so that only your NHS number could identify you. The data is then provided to SCWCSU for processing in the risk stratification software. The CCG has signed a Data Sharing Contract with NHS Digital for the use of this data, called Secondary Use Services (SUS) data. • Your GP practice enables an organisation called Graphnet Healthcare, to extract data from your records which again, is only identifiable by your NHS Number. This data will only be extracted and provided to SCWCSU for those patients that have not objected to Risk Stratification or where no other type of objection to information sharing has been recorded on your record. The data, containing the same verified NHS numbers, are sent via secure transfer, directly to SCWCSU by Graphnet. • SCWCSU then link both sets of data using their risk

	<p>stratification software. An algorithm is run on the data to generate a risk score for each Patient. The CCG is able to see data only after your NHS number has been removed and replaced by a pseudonymised reference. Your GP will be able to see the data with your NHS number in it so that it can identify if you require further support from them to manage your healthcare needs.</p> <p>The risk scores are only made available to authorized users within the GP Practice where you are registered via a secure portal managed by SCWCSU.</p> <p>Benefits</p> <p>CCGs and GPs use risk stratification tools as part of their local strategies for supporting patients with long-term conditions and to help and prevent avoidable admissions. Typically this is because patients have a long term condition such as Chronic Obstructive Pulmonary Disease. NHS England encourages CCGs and GPs to use risk stratification tools as part of their local strategies for supporting patients with long-term conditions and to help and prevent avoidable admissions.</p> <p>Knowledge of the risk profile of our population will help the CCG to commission appropriate preventative services and to promote quality improvement in collaboration with our GP practices.</p> <p>If you do not wish information about you to be included in the risk stratification programme please contact your GP Practice. They can add a code to your records that will stop your information from being used for this purpose.</p> <p>Legal Basis</p> <p>GDPR Art. 6(1) (e) and Art.9 (2) (h). The use of identifiable data by CCGs and GPs for risk stratification has been approved by the Secretary of State, through the Confidentiality Advisory Group of the Health Research Authority (approval reference (CAG 7-04)(a)/2013)) and this approval has been extended to the end of September 2020 NHS England Risk Stratification which gives us a statutory legal basis under Section 251 of the NHS Act 2006 to process data for risk stratification purposes which sets aside the duty of confidentiality. We are committed to conducting risk stratification effectively, in ways that are consistent with the laws that protect your confidentiality.</p> <p>Further information about risk stratification is available from: https://www.england.nhs.uk/ourwork/tsd/ig/risk-stratification/</p>
Invoice Processing	<p>Purpose – This process ensures that those who provide you with care and treatment can be paid.</p> <p>As we complete continuing healthcare assessments; relevant members of the finance team may need to see some personal confidential data</p>

	<p>(such as a name and placement/provider) in order to process and validate invoices for funded healthcare. This is covered by consent.</p> <p>There are occurrences when Non-Contracted Activity episodes exceed £5,000 and these are validated by the CSU, who will require personal confidential data in order to confirm that we are the responsible commissioner.</p> <p>Data Processors – We process the majority of invoices ourselves. However NHS Shared Business Services (SBS) process all invoices on behalf of the CCG and should not receive any personal confidential data. NHS South, Central and West Commissioning Support Unit (CSU) validate personal confidential data (as detailed above) on behalf of the CCG. West Hampshire CCG will validate and process data and invoices in relation to specialist placements.</p> <p>Legal Basis GDPR Art. 6(1) (e) and Art.9 (2) (h). The use of personal confidential data by CCGs for invoice validation has been approved by the Secretary of State, through the Confidentiality Advisory Group of the Health Research Authority (approval reference (CAG 7-07)(a-c)/2013)) and this approval has been extended to the end of September 2020 NHS England Invoice Validation which gives us a statutory legal basis under Section 251 of the NHS Act 2006 to process data for invoice validation purposes which sets aside the duty of confidentiality. We are committed to conducting invoice validation effectively, in ways that are consistent with the laws that protect your confidentiality.</p> <p>NHS England has published guidance on how invoices must be processed. For more information see: https://www.england.nhs.uk/ourwork/tsd/ig/in-val/invoice-validation-faqs/</p>
Patient and Public Involvement	<p>Purpose – If you have asked us to keep you regularly informed and up to date about the work of the CCG or if you are actively involved in our engagement and consultation activities or patient participation groups, we will collect and process data which you have agreed to share with us.</p> <p>Legal Basis - We will rely on your consent for this purpose. You have the right to withdraw your consent at any time</p> <p>Data Processor – We process this information ourselves.</p>
Quality monitoring, concerns and serious incidents	<p>Purpose – We need to ensure that the health services you receive are safe, effective and of excellent quality. Sometimes concerns are raised about the care provided or an incident has happened that we need to investigate. You may not have made a complaint to us directly but the health care professional looking after you may decide that we need to know in order to help make improvements.</p> <p>Legal Basis – The health care professional raising the concern or</p>

	<p>reporting the incident should make every attempt to talk to you about this and gain your consent to share information about you with us. Sometimes they can do this without telling us who you are. We have a statutory duty under the Health and Social Care Act 2012, Part 1, Section 26, in securing continuous improvement in the quality of services provided.</p> <p>Data processor – We process data given to us by GP’s and other health care professionals that may include details of the care you have received and any concerns about that care. In order to look into these concerns we may need to talk to other organisations such as NHS Improvement, the Care Quality Commission, NHS England as well as the Providers of your care.</p>
Commissioning, planning and contract monitoring	<p>Purpose – To collect NHS data about services we have commissioned to provide services to you. We also work with other local CCGs and often hold joint contracts and commission joint services to make best use of the money available to us.</p> <p>Legal Basis - Our legal basis for collecting and processing information for this purpose is statutory. We set our reporting requirements as part of our contracts with NHS service providers and do not ask them to give us identifiable data about you.</p> <p>Data Processor – NHS Digital collect various data sets from NHS service providers that have been agreed locally. All identifying information about you is removed by NHS Digital before the information is made available for the CCG to monitor and manage its contracts. We also have signed a Data Sharing contract with NHS Digital and have been given approval to use a wide range of data to help us commission care services. This agreement makes sure that we only process data that does not identify you, that we keep the information secure and we do not share it without the agreement of NHS Digital. For more information about the types of data that NHS Digital collect please use this link http://digital.nhs.uk/datasets.</p>
Commissioning Support	<p>There are some activities that we ask the NHS South, Central and West Commissioning Support Unit (CSU) and Isle of Wight NHS Trust to undertake on our behalf. These include providing our IT equipment and IT network, contracting, data analysis, human resources and information governance support. Some of the CCGs’ information will be shared with the CSU and Trust in order for them to do this.</p>
National Registries	<p>National Registries (such as the Learning Disabilities Register) have statutory permission under Section 251 of the NHS Act 2006, to collect and hold service user identifiable information without the need to seek informed consent from each individual service user.</p>
Research	<p>Purpose - To support research oriented proposals and activities in our commissioning system</p> <p>Legal Basis - Your consent will be obtained by the organisation holding your records before identifiable information about you is disclosed for any research. If this is not possible then the organisation wishing to use your information will need to seek formal approval from the Data</p>

	<p>Access Advisory Group. This link will give you further details on this process http://digital.nhs.uk/daag .</p>
Other organisations who provide support services for us	<p>The CCG will use the services of additional organisations (other than those listed above), who will provide additional expertise to support the work of the CCG.</p> <p>Legal Basis - We have entered into contracts with other organisations to provide some services for us or on our behalf. These organisations may process or be in the vicinity of CCG data and could be identified as 'data processors'. Information that we may hold about you will not be shared or made available to any of these organisations. Below are the key data processors which we use; their details and a brief description of the functions they carry out on our behalf:</p> <p>TIAA – Provide internal audit services for the CCG</p> <p>Grant Thornton– Provide external audit services for the CCG</p> <p>Isle of Wight NHS Trust – We ask the Trust to provide facilities and building Services to the CCG. They also manage the delivery and collection of our post</p> <p>PHS Data Solutions – For destruction of confidential waste</p> <p>CHS Healthcare Ltd- Deliver the BroadCare system which is a software platform specifically designed for managing NHS-funded continuing healthcare</p> <p>Bevan Brittan LLP – To provide legal advice services to the CCG</p> <p>Before awarding any contract, we ensure that organisations will look after your information to the same high standards that we do. Those organisations can only use your information for the service we have contracted them for and cannot use it for any other purpose.</p>