

Bristol Continuity of Care Calculator

PRIVACY NOTICE

The University of Bristol (“The University”) is committed to protecting your personal data and for keeping you informed about how information about you is used. This notice outlines how we process your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act (2018).

Please also refer to the University’s top level [privacy notices](#).

Types of personal data processed

In order to administer the Continuity of Care Calculator (“the Calculator”) we may need to process the following information about you:

- Your name and email address
- The name of the general practice or other organisation where you work and the country where this is based

How we collect your data and how we use it

The above information about you will be collected when you complete the online form to register to use the Calculator.

We will only use this information to contact you in relation to the Calculator. This may include:

- Providing you with the Calculator and related tools and guidance
- Inviting you to share the overall scores you generate using the Calculator with us
- Providing you with average continuity scores that you can use as benchmarks to compare with your own scores
- Informing you of updates to the Calculator
- Inviting you to participate in future research about or using the Calculator

We will invite you to send us the summary results for the continuity scores at your practice to enable us to establish benchmarks. This is entirely voluntary. We will not ask you to send any further personal data or any patient data. Your summary scores will be kept securely and confidentially and no information which could identify an individual practice will be shared with anyone outside the Continuity Research Group at the University. We will report the distribution of scores across practices so that individual practices can judge for themselves whether their continuity is above or below average.

You can withdraw from being contacted at any time by informing us at:
sscm-continuity@bristol.ac.uk

Legal basis for processing data

As a public funded organisation the lawful basis for the University to process your personal information in this context is where “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” (Article 6(e) of UK GDPR).

Sharing your personal data

Your personal data will be collected and processed primarily by members of the Continuity Research Group at the University of Bristol. No personal information will be shared with anyone outside the University unless they are a formal collaborator with this Research Group.

No information which could identify an individual practice will be shared with anyone outside the Continuity research group at the University.

On rare occasions, the project team may be required to disclose personal data to other parties such as funders, sponsors or regulatory bodies for the purpose of an audit or an investigation.

Please note that we may need to share your personal information with a regulator or to otherwise comply with the law, and the list above is not necessarily exhaustive.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow third party service providers to use your personal data for their own purposes, we only permit them to process your personal data for specified purposes and in accordance with the law or our instructions.

Storage and retention of personal data

The University has put in place appropriate technical and organisational security measures to prevent your personal data from being accidentally lost or used, accessed, altered or disclosed in any unauthorised way.

Access to your personal data is limited to those that have a lawful and legitimate need to access it.

The data are stored in a Microsoft Sharepoint site registered to the Continuity Research Group and a OneDrive for Business account registered to Professor Chris Salisbury. Both sites are managed by the University. The data are protected by passwords and 2 Factor Authorisation.

Data are primarily processed within the UK, but may rarely be stored outside the UK with appropriate safeguards, as described in the University's [General Privacy Notice](#)

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

Your rights

Under certain circumstances, you may have the following rights in relation to the data we process:

- Right to request access to your personal data;
- Right to request correction of your personal data;
- Right to request erasure of your personal data;
- Right to object to processing of your personal data;
- Right to request restriction of the processing your personal data;
- Right to request the transfer of your personal data; and
- Right to withdraw consent.

For more information on these rights please visit the University's guidance [here](#). To exercise any of the above rights please contact the Data Protection Officer via data-protection@bristol.ac.uk

Questions, comments and complaints

If you have any questions or comments regarding this Privacy Notice, please contact the project team at: sscm-continuity@bristol.ac.uk

You can also contact the University's Data Protection Officer at: data-protection@bristol.ac.uk

If you are unhappy or have any complaints about how we process your personal data, we encourage you to follow our internal complaints procedure, as outlined [here](#) on our website. Should you remain dissatisfied after exhausting our internal complaints process, you have the right to raise your complaint with the [Information Commissioner's Office \(ICO\)](#).