

Fair Processing Notice

The University of South Wales is the data controller with regard to information held about the Welsh Institute of Chiropractic (WIOC) patients, and it is committed to protecting the rights of individuals in line with the Data Protection Act 1998 (DPA) and the new General Data Protection Regulation (GDPR).

The University of South Wales has a Data Protection Officer who can be contacted through dataprotection@southwales.ac.uk

What information we collect?

The amount of personal information collected will vary depending on the service being accessed, however could include some/or all of the following:

- Patient name, address, contact details, age, date of birth, next of kin (name, contact details and consent to contact in an emergency), and GP details.
- Lifestyle information regarding nutrition, smoking, alcohol consumption, physical activity, and sleep habits.
- Referral information.
- Employment and occupation details.
- Medical history and pertinent medical history of family members.
- Medication and supplements.
- Drug allergies.
- Pain diagram and information on presenting complaint (case history), physical examination findings, clinical impression, diagnosis, prognosis, and plan of management.
- Further investigations including results (e.g. imaging).
- A record of each visit and details of the care provided, including rehabilitation programmes.
- Patient outcome questionnaires
- Patient satisfaction questionnaires

Why we collect this information?

The information collected is necessary to assist us with providing patients with the best possible healthcare.

What is our legal basis for processing?

In processing the personal data of patients WIOC relies upon the following legal basis:

Processing is necessary for the performance of a **contract** with the data subject

When processing special category personal data WIOC relies upon the following legal basis:

Processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of **health or social care** or treatment, or the management of health or social care systems

How is personal information processed and who has access to it?

The processing of personal information, and who has access to it, will vary depending on the service. The following information provides an explanation of how patient information is processed and by whom. Everyone has a legal obligation to keep patient information confidential, including any third party companies who have a contract with the University via the WIOC to process data on our behalf.

Chiropractic Clinic

All information collected for the purposes of chiropractic care will be documented in a hard copy file. The file will be processed and accessed by the student clinician assigned to take care of the patient, and WIOC staff, both clinical and administrative.

A limited amount of information is also stored digitally on our patient management database. This links to the appointments diary and financial transactions. This database is a secure system that uses multiple, indexed sequential vision files rather than traditional database software. It is only accessible from specific password protected computers within the WIOC clinic, and only authorised personnel have access to it using individual log in details. The software backs up to a dedicated server on campus at the University, and is managed and secured by a team of IT specialists.

One of the questionnaires completed by chiropractic patients is a patient outcome measurement tool "Care Response". The information you provide on these forms is added to a web-based programme by the WIOC administrative staff, the results assist us with monitoring patient progress. This software is managed externally, however only the patient's unique WIOC case number, initials, and date of birth are used for identification purposes, and as the external company do not have access to our patient information, they cannot identify patients from the information we provide. All computers used for data input are password and security protected.

X-ray

All x-rays require a referral from a suitably qualified healthcare provider, once received these forms are processed by the WIOC administrative staff, the WIOC radiographer, and any student clinicians working alongside the radiographer during the clinic session. Once the images are verified, they are uploaded along with the referral form to a secure portal for reporting. Once the report is ready it is downloaded from the same portal by the administrative staff and stored securely until collected for WIOC patients, or sent by recorded delivery to the referrer if external to the university.

The company used for reporting the x-rays is Professional Radiology Outcomes PTY Ltd. They are based outside the EU, in Melbourne, Australia. We have assurances from the company that they are fully GDPR compliant. Patient data when uploaded is fragmented and safely encrypted before it is transmitted to their secure server hosted in partnership with Microsoft Azure. At the server point the data is rebuilt, protected and backed up using the most advanced firewalls available. When the administrative team securely login to view the images, referral forms and/or reports, the connection is protected by SSL Protection.

There are also third party companies who have contracts with the University who may have access to the images, such as radiation protection advisers, and specialist engineers, however all have a legal obligation regarding confidentiality.

DXA

All DXA scans require a referral from a suitably qualified healthcare provider, once received these forms are processed, by the WIOC administrative staff, and the WIOC DXA operator.

Once the images and reports have been verified, they are stored securely in the patient file for WIOC patients, or sent by recorded delivery to the referrer if external to the WIOC. With patient consent, copies are also sent to the patient's GP.

On occasion, and where clinically justified, the images and reports are sometimes sent securely to a bone mineral density specialist at the Llandough Hospital for 2nd opinion.

There are also third party companies who have contracts with the University who may have access to the images, such as radiation protection advisers, and specialist engineers, however all have a legal obligation regarding confidentiality.

Ultrasound (Including Shockwave Therapy and Guided/Unguided Injections)

All ultrasound related services require a referral from a suitably qualified healthcare provider, once received these forms are processed by the WIOC administrative staff, and the WIOC clinical staff (Ultrasound).

Once the reports have been verified, they are stored securely in the patient file for WIOC patients, or sent by recorded delivery to the referrer if external to the WIOC.

There are also third party companies who have contracts with the University who may have access to the images, such as specialist engineers, however all have a legal obligation regarding confidentiality.

Security of data

Data Protection legislation requires us to keep patient information secure. This means that confidentiality will always be respected, and all appropriate measures will be taken to prevent unauthorised access and disclosure.

Only members of staff and student clinicians who need access to relevant parts or all patient information will be authorised to do so. Information about you in electronic form will be subject to password and other security restrictions, while paper files will be stored in secure areas with controlled access (please see retention and storage of data).

Use of data for audit, teaching, and research purposes

As the core of our clinic is an educational establishment, it is very useful for us to use patient records for teaching, research and audit purposes. This will only be the case if the patient has given us explicit consent to use their information in this way, and it will always be presented anonymously.

Retention and storage of data

All data held about WIOC patients has to be retained for a minimum of 8 years from the date of the last appointment in line with current legislation. Where the information is stored and who has access to it varies from service to service, please see below:

Chiropractic Clinic

Active patient records are stored within the patient records room, which has restricted access to WIOC staff and student clinicians and is kept locked at all times when unoccupied. Archived patient records are stored in an appropriately designated secure storage room, which has restricted access to WIOC staff only. After 8 years, WIOC administrative staff destroy patient records in line with current recommended guidelines for sensitive information. They are currently destroyed internally, however may in the future contract a specialist third party to undertake this task on their behalf. This process will be undertaken on site with WIOC staff overseeing the process.

X-ray

All x-rays images taken at the WIOC remain on the digital x-ray system for a period of 2 years, and are backed via internal hard wiring for secure storage to the x-ray archive where the images are retained indefinitely. The archive is password protected and has restricted access. All x-ray images, reports and referral forms are also stored securely on the Professional Radiology Outcomes PTY Ltd portal (please see the information available on page 2).

For WIOC patients' CD's of x-ray images are stored within the patient file along with any relevant paperwork until the file is destroyed (8 years after the last appointment) when they are destroyed along with the rest of the patient records. Any x-ray hard copy films have to be destroyed through a specialist third party company. Most x-ray images are now digital, only older images are on film.

For patients referred to the WIOC for x-ray by an external healthcare practitioner a CD of the images is sent to the referrer by recorded delivery along with the report. Retention and storage of any x-ray images will be in line with your referrer's policy and procedures and should be discussed with them directly.

Ultrasound (Including Shockwave Therapy and Guided/Unguided Injections)

All ultrasound images taken at the WIOC remain on the hard drive of the specific ultrasound machine for a period of 12 months, and are backed up to an external hard-drive for secure storage. The images are stored on the external hard-drive for a period of 8 years, before being permanently deleted along with any corresponding paperwork.

For WIOC patients' any reports relating to ultrasound scans, shockwave therapy or injections are stored within the patient file until the file is destroyed (8 years after the last appointment) when they are destroyed along with the rest of the patient records.

For patients referred to the WIOC for ultrasound, shockwave therapy or injections by an external healthcare practitioner the report and/or any other corresponding paperwork is sent directly to the referrer by recorded delivery. Retention and storage of any reports relating to ultrasound, shockwave therapy or injections will be in line with the referrer's policies and procedures and should be discussed with them directly.

Clinic diaries and external referral forms are stored securely and only accessible to authorised staff, they are destroyed in line with current legislation ensuring security of sensitive personal information.

DXA

All DXA scans taken at the WIOC remain on the hard drive of the scanner until deleted in line with the WIOC retention schedule of 8 years. If however a patient has undergone additional follow up scans, all images are retained until such time that the patient has not attended for a minimum of 8 years. All images and reports are backed up to an external hard-drive for secure storage, these are also stored for a period of 8 years before being permanently deleted along with any corresponding paperwork.

For WIOC patients' copies of DXA images and corresponding reports are stored within the patient file until the file is destroyed (8 years after the last appointment) when they are destroyed along with the rest of the patient records.

For patients referred to the WIOC for DXA by an external healthcare practitioner, the DXA images and corresponding report are sent directly to the referrer by recorded delivery. Retention and storage of the images and corresponding paperwork will be in line with the referrer's policies and procedures and should be discussed with them directly.

Copies of DXA images and corresponding paperwork is also sent to the GP with patient consent. Any copies sent to the GP would be stored in line with their policies and procedures.

Clinic diaries and external referral forms are stored securely and only accessible to authorised staff, they are destroyed in line with current legislation ensuring security of sensitive personal information.

Patients' rights

Patients have a right to access their personal information, to object to the processing of their personal information, to rectify, to restrict and to port their personal information. However, in line with legislation, patient information has to be retained by the WIOC for a minimum of 8 years after the last appointment and cannot therefore be deleted. It should also be noted that the WIOC has to process personal patient information to provide patient care, and would therefore have to cease patient care if a patient requested that their information was no longer processed.

Please visit the [University Data Protection webpages](#) for further information in relation to patients' rights.

Any requests or objections should be made in writing to the University Data Protection Officer:-

University Secretary's Office,
University of South Wales
Pontypridd,
CF37 1DL

Email: dataprotection@southwales.ac.uk

If you are unhappy with the way in which your personal data has been processed you may in the first instance contact the University Data Protection Officer using the contact details above.

If you remain dissatisfied then you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF
www.ico.org.uk

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