

# Privacy Notice

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# About MSI Reproductive Choices UK

We have been helping women and men with their reproductive options for over 40 years. We are part of the global charity, MSI Reproductive Choices, with teams based in almost 40 countries around the world.

Here in the UK, we have over 60 clinics to provide local support for women and men. Our teams are highly skilled and dedicated. While you are in our care, we will always make sure you are treated with dignity, respect and that you feel supported.

For more information about us and what we do, please visit our website:  
[www.MSIChoices.org.uk](http://www.MSIChoices.org.uk)



# What is a Privacy Notice?

A Privacy Notice tells you about the information we collect and hold about you. It explains what we do with the information, how we look after it, and who we might share it with.

It explains information that we collect directly from you. It also explains information we may receive from other individuals or organisations, like your GP or the NHS.

## Glossary – what some of the words mean

First we will look at some of the words and terms that you will see in this leaflet, and explain what they mean.

### General Data Protection Regulation (GDPR)

These are the rules that give people the right to know how we keep and use your personal information.

### Data Controller

A Data Controller is a person or organisation who decides how and why personal information will be used. We are known as a **Data Controller**.

## Subject Access Request

This is when someone asks to see their personal information which an organisation has stored. Here a person is called a subject, and they are asking for access to information.

## Lawful basis

Before we use personal information about you, we must have a legal reason or lawful basis.

There are different types of **lawful basis** like:

- **Consent**

This means using information when a person has freely given their permission. Permission needs to be confirmed in words.

- **Contract**

This means using the information to be able to keep to a contract.

- **Legitimate interest**

This means using the information to provide services that the organisation is known for. For us this means using information to provide sexual and reproductive health services.

- **Public task**

This means using the information to carry out tasks that are in the public interest for us to do.

- **Vital interest**

This means using the information to protect someone's life.

## **Sensitive information and special category data**

Information that needs to be protected for legal, ethical or personal privacy reasons.

The GDPR says that special category data is more sensitive and so needs more protection. This might be information about your:

- Race
- Ethnic origin
- Politics
- Religion
- Health
- Sex life
- Sexual orientation

## Our commitment

Our commitment is to protect your privacy. It is our legal duty to make sure that we follow privacy laws. These laws tell us how we should hold and use personal, sensitive, and private information.

The Common Law Duty of Confidentiality and the Human Rights Act 1998 are our guides for the way that we hold and use information. We are known as a Data Controller as part of the Data Protection Act 2018. We are also known as a Data Controller as part of the General Data Protection Regulation (GDPR).

### Types of information we handle

We handle and use personal information as part of our services. We also use this information for our own records, and to support our teams.



The types of personal information and sensitive information that we may use include:

- Your name, address, telephone number, email.
- Your next of kin details.
- Your date of birth, ethnicity, marital status, the language that you speak.
- Your sexual and reproductive health records, including laboratory test results and scans.

Other types of personal and sensitive information that we may use include:

- Details about health conditions that may affect treatment.
- Details about physical or mental health. This is so we can make sure our services are accessible to you.
- Your GP details and NHS Number.
- Your lifestyle and circumstances.
- Visual images that show personal appearance and behaviour. For example, CCTV images that are used as part of our building security and for the prevention of crime.

## Handling information

The information that we have about you is held securely and privately. Our team members who have access to information that could identify you have had suitable and ongoing training. This is to make sure that they are aware of their responsibility to respect your privacy.

We follow the NHS Digital Code of Practice on Confidential Information. This means that all of our team members need to protect your information. It also means that we need to let you know how your information will be used. This includes, in most situations, allowing you to decide if and how your information can be shared.

## Why do we use your information?

Each time we use any information about you we need to have a lawful basis to do so.

The reasons why we would use information about you are:

- **For NHS patients' medical care:** We need to use the information to be able to provide our official and legal services. This lawful basis is known as a "public task".



- **For Private patients' medical care:** We need to use the information to be able to provide our official and legal services that the client has asked to pay for. This lawful basis is known as a "contract".
- **For patients needing an emergency transfer to a hospital:** We need to use the information to protect the life of the patient. This lawful basis is known as "vital interest".
- **For all patients who are part of anonymised research:** We need to keep information that is in the public interest. It can be used for scientific or historical research. This lawful basis is known as a "public task".
- **For internal communication:** We need to share information with our teams to be able to provide our services. Sharing information with our teams also helps us to work with other organisations. This lawful basis is known as "legitimate interest".
- **For website visitors:** If a person sends personal information on our website, we can use the information if the person gives permission. This lawful basis is known as "consent".

When the information you give to us is classed as sensitive, it needs more protection than usual. Sensitive information, such as information about your health, is called “special category data”. We can only use sensitive information if we have a two reason to use it.

The first reason comes from the list on page 8 or 9. The second reason to use sensitive information could be:

- For medical reasons and to provide health care.
- For public health reasons, for example to stop the spread of disease or infection.
- To keep information for statistics, for scientific or historical research, or for public interest. This is always balanced with your right to data protection.



## Correcting information

You have the right to make sure that we change any information that we hold about you that is not correct, or not complete.

You also have the right to ask us to stop using any incorrect information we hold about you until it is corrected or completed. This would mean that we are restricted to store the information but not use it. This could cause delays in your care, and we can fully explain this to you if you want to restrict the way we use your information.

You can ask us to correct information or restrict the way we use it while it is being corrected, by speaking to us about it (verbally) or by writing to us. We will always respond within one month of when the request is sent to us.

## Sharing information

We know that the duty to share information can be as important as the duty to protect your privacy. If we become aware that you or others you know are at risk of harm or abuse, we may share information to keep you and others safe.

We want you to know that information is only shared on a 'need to know' basis. We would not share information that identifies you unless we have a fair and lawful basis to do so. Examples of this would be:

- If you have given us permission to share it.
- To be able to protect children and vulnerable adults.
- If a formal court order has been served on us.
- When the law requires us to report certain information to the appropriate authorities. For example, to prevent fraud or a serious crime.
- For emergency planning reasons. For example, to protect the health and safety of others.
- When permission is given by the Secretary of State for Health or the Health Research Authority (HRA).

All abortion care providers send some information to the Department of Health. The information is sent on a form called a HSA4 form. This form is part of the legal abortion care regulations in the UK. We send the forms to the government's Chief Medical Officer, and they use this information in their abortion care statistics. The information that we send does not include names, but it does include other information such as:

- Client reference number
- Date of birth
- Postcode
- Ethnicity
- Marital status
- Treatment details

We also share some information with our health and social care partners. This information helps us to work with Clinical Commissioning Groups, the NHS, and any other third party organisations linked to your care. This includes our trusted partner laboratories and medical record storage company.

Third party requests for information  
A third party means any person, group, or organisation other than us and you. If a third party sends us an information request about a patient, we will ask for your clear consent for the information to be shared. Where it is possible the information will be anonymised (names will be removed). We make sure that any plan to share confidential information follows the law.

### **Keeping information**

We only keep information about you for as long as we need to. We keep our records in line with the Records Management Code of Practice for Health and Social Care 2016. This code of practice was created by the Information Governance Alliance (IGA). It sets the rules for the length of time that different records should be kept before they are destroyed.

### **If you do not want to share your information**

You have the right to refuse or remove your consent to sharing your information at any time. However, this could cause delays in your care. This can be fully explained to you if you do not want to share your information.

You can ask us to delete information about you by speaking to someone about it (verbally) or by writing to us. We can see if it is possible for us to delete your information. Sometimes the law says that we cannot delete your information. We cannot always delete information that is needed to provide or manage health care services. We will always respond within one month of when the request is sent to us.

### **Objecting to marketing or research**

We will not send you any direct marketing, or use your identifiable personal information for scientific research if we do not have your consent to do this.

You have the right to say that you do not want us to use or handle your information for direct marketing, or for our scientific research and statistics.

If you give us your permission to use your information for marketing or research, you can always ask us to stop using it at a later date. We will not use your personal data for these reasons as soon as you let us know that you would like us to stop.

## How you can access your personal information

You have the right to see the information that we hold about you and to ask why we hold it. You can ask us to show you your information, this is called a Subject Access Request. Your request can be made in any way, but if you would like a Subject Access Request form please go to the Privacy Notice on our website and follow guidance on 'Can I request my information'.

[www.MSIChoices.org.uk/privacy-notice](http://www.MSIChoices.org.uk/privacy-notice)

Or email **Information.Governance@msichoice.org.uk**

Once you have copies of your records, you have the right to reuse them for your own purposes in other healthcare services. You have the right to ask us for your records in a digital format. This allows you to move, copy or transfer your personal data easily from one service to another in a safe and secure way.



When you ask for a copy of your health records, please provide the following information so we can confirm your identity and find your records for you:

1) Your personal information such as:

- Full name
- Address
- Date of birth
- NHS number
- Your MSI Reproductive Choices UK PIN and password

2) Proof of identification (ID) such as:

- Birth certificate
- Driving licence
- Passport
- Utility bill

If you send us your request by email or post, we may accept a copy of the ID documents.

3) Please let us know if you are looking for any specific records. This will help us to respond to your request as quickly as we can.

We will send you the information that you have asked for as quickly as we can. We make sure that we do this within 30 days (one month) from when we get the request. In some cases, there may be a reason for taking longer than 30 days to send the information to you. We are only able to take longer than 30 days if the reason for the delay is allowed by the Data Protection Act 2018 and the General Data Protection Regulation.

### **For more information**

If you would like more information on anything you have read about in this leaflet, please email **Information.Governance@msichoices.org.uk** or send a letter by post to:

**Head of Information Governance  
MSI Reproductive Choices UK  
1 Conway Street  
Fitzroy Square  
London W1T 6LP**

Our Data Protection Officer can be contacted on **DPO@msichoices.org**

The laws, regulations and guidelines that we follow are:

- Code of Practice on Confidential Information
- Records Management Code of Practice for Health and Social Care
- Data Protection Act 2018
- General Data Protection Regulation
- Human Rights Act 1998
- Children Act 1989, 2004

We are registered with the Information Commissioner's Office (ICO). Our registration number is **ZZ5517462**.

You can find out more about our entry on the Register of Data Controllers by visiting the ICO website: [www.ico.org.uk](http://www.ico.org.uk).

You also have the right to send a complaint to the ICO's UK office. You can do this by visiting their website.



Information and  
appointments 24 hours

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