

PATIENT PRIVACY NOTICE

ASTON BRAIN CENTRE, OPTOMETRY CLINIC AND AUDIOLOGY CLINIC

Data Collection and Privacy Notice

Aston University (“the University”) processes personal data as a “Data Controller” as defined in the Data Protection Act 2018 (“the DPA”) and the General Data Protection Regulation (Regulation (EU) 2016/679) (“the GDPR”). This notice relates to information about you or the child for whom you are acting with parental responsibility (“the child”) which will be collected by the University and processed as described below. The most up to date version of this privacy notice is published on the University’s website.

What we collect

The personal data which we process includes your personal and contact details and information about you or the child which is relevant to your relationship with the University. It may also include information about your or the child’s disability status, ethnicity, gender reassignment or religion, which is classed as “Special Category” personal data under the DPA and the GDPR.

Your rights

The DPA and the GDPR give you the right to know what information is processed about you or the child and how it is processed. You also have the following rights (limited in certain circumstances):

- to access your personal information;
- to rectify inaccurate information;
- to restrict processing of your information; and
- to object to processing of your information.

Data transfers to other countries

Your personal data may be transferred to countries outside the European Union for the purposes described above. The University will only transfer personal data outside the European Union where adequate safeguards are in place.

Registration and Treatment

The University will process your personal data or the child’s personal data in order to register you, or the child as a patient and to enable us to manage your treatment (in-person or virtual), including sending reminders that it is time to make a follow-up appointment. This includes processing of Special Category Data, which includes details about your or the child’s health. In the event that a payment is required to be made to the University, payment information will be collected.

This processing will be on the grounds of our legitimate interest (GDPR Article 6(1)(f)). This includes any Special Category Data that has provided to us or which the University becomes aware of during the course of your attendance at the University (GDPR Article 9(2)(e)).

Streaming and Recording of Appointments

We may wish to stream or record your appointment so that students on relevant regulated healthcare courses can observe it. Any such recordings that we make will be used for educational purposes only. You may indicate at any time that you do not wish your appointment to be recorded or streamed, and if you do consent, you can withdraw your consent at any time.

Consent

I consent to my healthcare appointment being streamed for educational purposes. I understand that I may withdraw my consent at any time.

Yes/No

I consent to my healthcare appointment being recorded for educational purposes. I understand that I may withdraw my consent at any time.

Yes/No

Patient Satisfaction Questionnaire

We may send a periodic patient satisfaction questionnaire to gain an understanding of your experience at the University. This is to help the University understand how it can improve and develop the services it provides to ensure patients are satisfied when receiving assistance, care and/or treatment at the University.

This processing will be on the grounds of our legitimate interest (GDPR Article 6(1)(f)).

To keep you informed about our services

We would like to keep you informed about services and events that may be of interest to you, based on your past dealings with us. This may include communications sent by email or post.

This processing will be on the grounds of your consent (GDPR Article 6(1)(a)). You have the right to withdraw your consent at any time. Please indicate whether you agree to this type of processing by ticking one of the boxes below.

Consent

I consent to my personal data, including my personal email address, being processed for the purposes of receiving marketing communications by post and by email. I understand that I may opt out of receiving these communications at any time.

Yes/No

Security

Your safety and security is very important to the University. We will process your personal data, including images captured by CCTV, to ensure the safety and security of you and your possessions, and to secure the University's campus. In certain circumstances we may also use body-worn video cameras. The use of CCTV on our premises is governed by Aston University's CCTV Code of Practice.

This processing is necessary on the grounds of our legitimate interest (GDPR Article 6(1)(f)).

Emergencies

There may be circumstances where the University needs to contact an emergency contact that you have specified or the emergency services in the event of an accident or illness.

This processing will be on the grounds of vital interests (GDPR Article 6(1)(d)). The processing of Sensitive Categories of Data is necessary on the grounds of the University protecting your vital interests (GDPR Article 9(2)(c)).

Public and Administrative Functions

We will process your personal data for reasons related to our statutory and/or public functions, including funding, regulation and policy-making purposes. This may also include data processing for statistical and research purposes. We may also need to process your data, including sensitive/special category data, for the purposes of law enforcement and fraud detection.

This 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 Data Controller (GDPR Article 6(1)(e)).

Compliance with NHS Test and Trace

If you attend Aston’s campus, we are required to process your personal data to comply with the requirements of NHS Test and Trace (or any superseding or replacing framework). Your data may be shared with Public Health England (or any successor body) and other public bodies in order to fulfil these obligations.

This processing will be on the grounds of our legal obligation (GDPR Article 6(1)(c)). Special Category Data will be processed on the grounds of substantial public interest (GDPR Article 9(2)(g)).

Invitations to participate in the University’s research and training

We may wish to invite you or the child to:

- participate in future research projects;
- participate in the training of future professionals by sitting as a patient on a training course or for university clinical competency examinations; or
- sit as a patient for external professional exams, where you will be examined by candidates who are not Aston students. We will make it clear in the invitation if this is the case.

We will only send you an invitation where we think you or the child may be a suitable participant, based on information which we already hold from our past dealings with you or the child. We will only contact you or the child for this purpose if you give us your explicit consent.

This processing will be on the grounds of your consent (GDPR Article 6(1)(a)). You have the right to withdraw your consent at any time. Please indicate whether you agree to this type of processing by ticking one of the boxes below.

Consent

I consent to being contacted by telephone so that I or the child can be invited to participate in future research projects and to sit as a patient for training courses and examinations. I understand that I may opt out of receiving these invitations at any time.

Yes/No

I consent to being contacted by email or post so that I or the child can be invited to participate in future research projects and to sit as a patient for training courses and examinations. I understand that I may opt out of receiving these invitations at any time.

Yes/No