

Solent NHS Trust's members



Fair Processing – How we use your information

What Information do we record?

We only record the information you provided us with and consented to, when you became a member, these include:

- Name
- Address
- Date of Birth
- Gender (optional)
- Email (optional)
- Telephone / Mobile Number (optional)
- Ethnicity (optional)
- What type of involvement you wanted to have

Why do we need this information and how to we use it?

We record this information for a number of reasons, all connected with your membership;

- Contact information
- Date of birth, gender and ethnicity are also used anonymously to assess the diversity of our members
- Level of involvement to help us contact you about things that may interest you.

We will only use the information we hold about you for the purpose of which you agreed to become a member, this will differ depending on what type of member you requested to become. Below is a list of the different types of memberships and the information you may receive:

- Receive regular information about services provided by the Trust and be invited to meetings. This will include emails, or postal communication, about our Trust and our services and can be in the form of updates, newsletters (SHINE), invites to public meetings, etc...
- Respond to surveys, consultations and suggestions for changes. We will keep you informed about our Trust and our services, as per above, and share opportunities to partake in surveys, consultations etc.
- Invited to workshops and focus groups (events). Unless you opted to receive regular information and updates, you will only be contacted for the purpose of inviting you to workshops and focus groups.
- Interested in becoming a Governor. You have opted to be fully informed and therefore your information will be used for all the above.
- Elected Governors. You will have opted to be fully informed as per above and, in addition, will receive invitations to attend members council meetings and receive the relevant agendas/papers for this. You will also be invited to attend as observers to a number of key meetings.

How long do we keep your information for and where is it stored?

We will only keep your details for the length of time that you are a member. If you were to let us know that you would no longer like to be a member, we will delete your data.

Your data will be stored on our membership database, hosted by MES (part of the ERS Group). A copy of their Privacy Policy (Fair Processing / Privacy Notice) can be found on their website <https://www.membra.co.uk/privacy-policy>. This includes information on how your information is kept secure. Solent NHS Trust has ensured that your information is kept secure and restrict access to this information within Solent NHS Trust to the Communications Team and the Trust's Company Secretary.

What are your rights?



If at any point you believe the information we process on you is incorrect you can request to see this information and even have it corrected. If you wish to raise a complaint on how we have handled your personal data, you can contact the League of Friends or Solent NHS Trust Data Protection Officer who will investigate the matter. If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office (ICO).

What if you no longer want to be a member?

If you no longer wish to become a member, please contact our membership team on 0300 1234 156 or via email at membership@solent.nhs.uk.

For Information on your rights and key contact details, please visit our "Your Information, Your Rights Page of our website www.solent.nhs.uk

For a translation of this document,
an interpreter or a version in

large print or  or 

please contact Access to Communication

 0300 123 3267

© Copyright reserved, Solent NHS Trust.