

# Welsh Assessment of Serological Proficiency Scheme Privacy Policy

## Who are we?

The Welsh Assessment of Serological Proficiency scheme (WASPS) is an external quality assessment provider hosted by Velindre NHS Trust.

Our privacy notice explains how the scheme uses personal data. All references to 'we' or 'us' in this notice refer to WASPS.

## What information we collect about you?

We collect personal data about you and relevant personnel within your organisation when you register with us to enable us to provide the external quality assessment service. We also collect information when you voluntarily complete surveys and provide feedback.

Personal data that we may hold includes details such as name, job title, e-mail address, and contact numbers. We want to make sure your personal information is accurate and up to date and will ask you to review the information we hold during the annual re-registration process. However, if at any time you think the information we hold is inaccurate or incomplete please contact us to update the information we hold.

## Security and use of personal data?

We collect information about you to process your registration and provide external quality assessment services. This may include contacting you, or the personnel within your organisation designated by you, regarding sample distributions, result submission, reports, performance, financial/payment queries or other relevant external quality assessment business. We may also contact you with voluntary surveys and information about our services.

We ensure your information is kept in strict confidence, kept secure and safeguarded from unauthorised access, in accordance with Data Protection legislation.

## What is our legal basis for processing your personal data

When we collect and use your personal data, we will make sure this is only being processed in accordance with at least one of the legal grounds available to us under Data Protection legislation.

Where necessary we may process your personal data with your consent or where there is a legal requirement to do so, such as where we have a legal obligation as a service recognised as a public authority and/or in carrying out our functions or performance of a task in the interests of the public.

Where we process your personal data, and unless there is a legal obligation to use or disclose information about you (as mentioned above), we will never share your personal data with others outside Velindre NHS Trust. However, there are certain occasions it is necessary to share your data in order for us to provide the service. These are:

- If you choose to have samples delivered using a courier service it is necessary to share relevant contact details with an approved courier to allow them to deliver the samples and so they may contact you in the event of an issue with delivery.
- There are some occasions where we have a duty to share your information, e.g. with the National Quality Assurance Advisory Panel for Haematology (NQAAP) for performance monitoring of laboratories in the UK.

Anyone who receives personal data from us is also under duty to keep this information confidential.

## **How long do we keep your personal data?**

We will keep your personal data in our secure systems while you are registered to participate in the scheme. If you notify us that you no longer wish to participate, we will archive your details indefinitely, in the event that you may wish to re-join in the future or for requests to access historic reports or information required for legal purposes. Once your details are archived, you will not receive any routine contact from the scheme.

## **Your Rights and your personal data**

You have the right to obtain a copy of personal data we hold about you, and for this to be provided free of charge. If you would like to receive some or all of your personal data (called a Subject Access Request), please contact us.

In addition to the right of access as detailed above, Data Protection law gives you a number of further rights, and these are:

- The right to be informed.
- The right to rectification.
- The right to erasure.
- The right to restrict processing.
- The right to data portability.
- The right to object.
- Rights in relation to automated decision making and profiling.

Not all these rights are absolute, and where possible we will seek to comply with your request, but we may need to hold or process your personal data in connection with one or more of our legal functions.

## **Contacting us about your personal data**

Please contact us if you have any questions about this privacy policy or the information we hold about you:

Welsh Assessment of Serological Proficiency Scheme (WASPS)  
Patient Diagnostic Services  
Welsh Blood Service  
Ely Valley Road  
Talbot Green  
CF72 9WB  
Telephone: 01443 622148  
E-mail: [wasps@wales.nhs.uk](mailto:wasps@wales.nhs.uk)

Alternatively please contact our Data Protection Officer at: -

Velindre NHS Trust  
Unit 2 Charnwood Court,  
Parc Nantgarw,  
Nantgarw,  
Cardiff,  
CF15 7QZ  
Email: [VNHSTInformationGovernance@wales.nhs.uk](mailto:VNHSTInformationGovernance@wales.nhs.uk)

For independent advice about data protection, privacy and data-sharing issues, or if you should ever be dissatisfied with the way we have handled or shared your personal data you can contact the Information Commissioners Office (ICO) at:

**ICO Wales contact details**

Information Commissioner's Office – Wales  
2nd Floor, Churchill House  
Churchill Way  
Cardiff  
CF10 2HH  
Telephone: 029 2067 8400

Fax: 029 2067 8399  
Email: [wales@ico.org.uk](mailto:wales@ico.org.uk)

**ICO Head office details**

Information Commissioner's Office - Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone: 0303 123 1113 or 01625 545745  
Fax: 01625 524510

Website: [www.ico.gov.uk](http://www.ico.gov.uk)