

NHS Wales Shared Services Partnership (NWSSP)

Student Awards Services

Privacy Notice

1. Introduction

NHS Wales is made up of several health organisations that include the NHS Wales Shared Services Partnership (NWSSP). They provide many services on an All Wales basis. This includes Student Awards Services.

If you have any questions regarding this information you must use the contact information shown at the bottom of this leaflet.

This leaflet has been issued by the Information Governance function within the NWSSP to assist and facilitate the Student Awards process within NHS Wales.

2. Your rights

This leaflet covers your rights under a new law called the General Data Protection Regulation (GDPR). It emphasises the NWSSP's need to make sure that we explain how we use your information during the student award process.

The information we give you about our use of your information will be:

- Brief, easy to read and easily accessible;
- Written in clear, plain language; and
- Free of charge.

3. What laws do we use?

The law determines how we can use your information. The laws we follow that allow us to use your information are listed below:

- General Data Protection Regulation
- UK Data Protection Bill
- Human Rights Act
- Freedom of Information Act
- Common Law Duty of Confidentiality
- Computer Misuse Act
- Audit Commission Act
- Regulation of Investigatory Powers Act

The NHS Wales Shared Services Partnership Student Awards Services department that administrates the funding process for healthcare students on behalf of NHS Wales and for this purpose is the holder and user of your information.

4. What types of personal information do we use for student awards?

The information listed below, that you provide as part of your funding application will be used for eligibility purposes. These include:

- Contact names, addresses, telephone numbers, date of birth
- Personal data that includes title, marital status, nationality, national insurance details
- Whether you have any dependants
- Employment status
- Bank Account Details
- Qualifications
- Details of your Parents full names and addresses
- Course details
- Employment history
- Income details for spouse/partner, parents and dependants
- Education information for siblings
- Childcare Providers registration details
- Mortgage/rental details
- Pension details
- Evidence of Life insurance

We also collect documentation as evidence as part of mandatory eligibility checks, (all documents need to be originals that will be returned to you) these may include items such as:

- Photographic evidence that includes passports for students and dependants
- Utility bills
- Right to work information
- Bank Statements
- Bursary paper application
- Childcare allowance paper application
- Certificate of naturalisation
- Child Benefit letter
- Childcare Payments Confirmation
- Correspondence
- Council Tax bill
- Death Certificate
- Decree Nisi/Absolute (Divorce)
- Financial Accounts
- Form BA (Benefits Agency)
- Form CP (Certificate of Employment)
- Form CYIA (Current Year Income Assessment)
- Form PC (Pension Contributions)
- Form SA (Self-Assessment)
- Home Office Letter
- Income evidence – other
- Invoices for Goods/Services (DSA)

- JSA (Job Seekers Allowance) Proof
- Life Assurance Policy/Statement
- Marriage/Civil Partnership Certificate
- Mortgage Statement
- Needs Assessments
- Non-UK Birth Certificate
- Non-UK Driving Licence
- Non-UK ID Card
- Non-UK ID Form – Other
- Non-UK Passport
- Other Application Evidence
- P2/P11D
- P45
- P60
- Payslips
- Personal Pension Statement
- Self Assessment Tax Return – HMRC
- Student Finance Letter
- Tax Credits (HMRC) / Universal Credit
- Tenancy Agreement
- Travel Receipts
- UK Birth Certificate
- UK Driving Licence
- UK ID card
- UK ID Form – other
- UK Passport
- Visa/Residence Permit

5. What is the purpose of processing information?

As a student applying for funding from NHS Wales, we will only use your information for this purpose and to conduct eligibility checks for providing you with the correct level of funding for your studies.

This includes:

- Processing your student application and assessing whether you are eligible for an NHS Wales bursary;
- To determine eligibility for help towards childcare costs;
- Confirmation of Childcare payments;
- Eligibility of Disabled Students Allowance;
- Eligibility of reimbursement of Travel.

Where we ask for your consent (permission), any refusal may result in withdrawal of the offer due to various standards and the legislation that NHS Wales must adhere to at all times.

We will also use your information without permission only where it is justified by law. These may include allegations of fraud, where an applicant has lied on their application form or where someone has provided false documentation or qualifications.

6. Sharing your information

There are reasons why we share information.

Student Awards Services needs the information you provide on this form to work out whether you are eligible for NHS Wales funding and where applicable, childcare allowance and assess the maximum amount of support you are entitled to. The NWSSP is the Data Controller for that information.

Student Awards Services will make the results of this assessment available to your university so that they know how much to pay you. Student Award Services will keep your personal information so they can audit their assessment of student support.

Where applicable, Student Awards Services will check the childcare costs with your childcare provider/providers.

The university needs the information you provide on this form to process your application for support and handle the payments and recovery as appropriate, and is the Data Controller for that information. The university will have to keep personal information about you for these purposes.

Student Awards Services and the university will have shared access to your account information to provide customer assistance services to you and, generally to respond to your questions and update information on your account.

Your university will receive information from Student Awards Services so that they can pay your support. Your university may have shared access to your application and account information in the future to help them do this.

The Welsh Government may use the information you have provided on this form to monitor the performance of the student support system and to develop future policy. Any published output from this statistical work will be anonymous and will not identify individuals.

By law, Student Awards Services, the Welsh Government and your University or college must protect the public funds they handle and may use the information provided on this form to prevent and detect fraud. They may also share the information, for the same purposes, with other organisations that handle public funds.

Under the Data Protection Legislation, your information is shared only with those personnel that are responsible for ensuring effective administration of the NHS Wales bursary process. This is so that only the appropriate people work together for your benefit in granting student funding for healthcare courses.

It is important to note that anyone receiving information about you is under a legal duty to keep it confidential.

The NWSSP will only request, use and share the minimum information necessary to perform the tasks it has been agreed to complete.

The NWSSP will never sell your information and will not share it without the appropriate legal authority.

7. Security of your Information

The NWSSP takes responsibility to look after your personal information very seriously. This is regardless of whether it is electronic or in paper form.

We also employ someone who is responsible for managing information and its confidentiality to ensure:

- Your information is protected; and
- Inform you how it will be used.

All staff are required to undertake training on a regular basis. Confidentiality training is required to help protect the information that has been given to the NWSSP. The training makes sure that all staff working in the NHS are aware of their responsibilities about the handling of your information regardless of the department that they work in.

8. What are you entitled to?

The NWSSP will make sure that you are able to have access to your information. This is so that you know what we hold.

You have the right:

- To know about details of how your information is used; and
- Have copies of your information.

If you want to know more please contact the [NWSSP Information Governance Manager](#) for further information about your rights of access.

The NWSSP tries to answer all requests for access to information as quickly as possible. The organisation is obliged to provide a response to your request within a month of receiving it, but this can be extending if the request is complex and extensive.

These rights relate only to your own information. You can request to see another person's information, if one of the following applies:

- Parent/legal guardian of a child too young to exercise own legal rights;
- Where someone (with mental capacity) has authorised the individual to operate on their behalf; or
- Under the terms of the Mental Capacity Act.

The NWSSP will look at your request to make sure that the information requested is personal information. Most of the time, it will be clear that the information is personal but the NWSSP will contact you if it is not clear.

Do I have to pay a fee?

The information will be provided free of charge in most cases. However, we could ask for a small fee. This is only where the request is large (in terms of volumes), or a repeated one.

This will only be based on the cost of providing it. If you wish to find out more about fees, then please contact the NWSSP using the contact details below.

How will information be provided?

The information will be provided in a format that can be used on another system easily if it is electronic (i.e. Microsoft Word or Excel). Otherwise, it will be supplied in a paper format.

9. Permission (consent)

For the use of your personal information to be lawful, the NWSSP may ask for permission from you.

Any permission (consent) that is collected from you should have been given freely and you have not been pressured to do so. This should have been done clearly and you are aware of what the use of your information means.

Informing you and obtaining your consent

If your permission is asked for, you will be provided with information regarding this by use of this Privacy Notice. This will explain what you are being asked to give permission for. The NWSSP will have to prove that it gave you information and that you were fully aware of what you were giving permission for.

If permission is requested, you could provide this in several ways that include by writing, ticking a box on a web page, by choosing options in a mobile phone app, or by any other action that shows your acceptance of the use of your information.

10. What about stopping use?

When a request for stopping use is received, the NWSSP will still store information but will not use it anymore.

Any changes that include the stopping of the use of your information will be told to you at the time.

However, any withdrawn or unsuccessful applications or applications that did not complete satisfactory checks will be retained in line with Data Protection Legislation.

11. Automated decision taking

The NWSSP also provides safeguards against risks that involve processes that include automated decision-making.

This applies to you when:

- It is an automatic process; and
- There is a legal effect on decision made with your information.

The Student Awards Services may take a small number of automated decisions with your information but there is mostly some human involvement in this.

However, the NWSSP will take steps to identify how many automated decisions it makes and whether these are acceptable.

The NWSSP will ensure that any automated profiling is fair and lawful. The NWSSP will use correct procedures, to include reducing errors and where data is not accurate.

12. What about rights to correct or delete inaccurate information?

You are entitled to request that the NWSSP correct any mistakes in your information.

The NWSSP must ensure that proven inaccurate or incomplete information is either erased or corrected.

Keeping your information

We will only store information for as long as necessary. Records are stored in line with Records Management Code of Practice for Health & Social Care's retention and disposal schedule. This determines the minimum length of time records should be kept.

Presently, the retention schedule for NHS Wales states that funding data, on completion of the application, is kept for 6 years (plus the financial year it relates to) before destruction.

Making a complaint

If you wish to make a complaint about any issues you have experienced regarding use of your information please contact:

Tim Knifton
Information Governance Manager
01443 848585
tim.knifton@wales.nhs.uk

If you are still unsatisfied following your complaint and this remains unresolved, you have the right to make a complaint to the:

Information Commissioner's Office,
2nd Floor, Churchill House,
17 Churchill Way,
Cardiff, CF10 2HH

Email: wales@ico.gsi.gov.uk
Website: www.ico.org.uk

Further information

For more information relating to this leaflet or questions on the content of this information, please contact the Student Awards Service department:

Student Awards Services
Floor 4
Companies House
Crown Way
Cardiff CF14 3UB

Tel: 029 2090 5380

Email: abm.sas@wales.nhs.uk