



Analytics Platform

**A plain English summary of our
Privacy Notice**

OneLondon

OneLondon is a partnership of health and care organisations in London.

OneLondon's aim is to join up health and care information to improve the health and care of people in London.

This booklet tells you:

- why we collect information
- how it is collected and stored
- your rights

The Analytics Platform

The **analytics platform** uses information from health and care organisations in London:

- GP practices
- hospitals
- social care services
- mental health services
- councils

Doctors, nurses and other health and care staff use the information to give people effective care.

Why do we collect information?

1. Doctors, nurses, carers and other staff need it to give you health and social care.

For example: Bob is taken to Accident and Emergency. Doctors can read notes and test results from Bob's GP.

2. To prevent ill health and plan new services for London.
3. To learn more about health, medicines and treatments. This is called **research**.

Your information

Here are some examples of the information that is collected and used:

- your name and age
- address and phone number
- visits to the GP or hospital
- illnesses, injuries and other health information
- test results and treatments

Sensitive information

Some of the information we collect is called **sensitive information**.

This information is **not used** by the Analytics Platform.

Examples of sensitive information:

- information about abuse
- complaints
- criminal convictions
- sexually transmitted diseases

Pseudonymised information

Pseudonymised information does not include information that could tell someone who you are:

- your name
- date of birth
- NHS number
- Address

It **can** include:

- your age
- the area you live in
- medical information like treatments, medications and test results

This type of information is used for **planning** and **research**.

Legal bases

The law says we must be very clear about why we are collecting information – our **legal bases**.

Our main **legal bases** are:

- The information is **essential** for giving people good care.
- It is in the **public interest**.

Public interest means that the information is used to benefit everyone, not just individual patients.

How do we get your information?

Organisations collect information about you when you, for example:

- see your GP
- go to hospital
- get care at home

Doctors, nurses and other staff often read and write notes on a computer or tablet.

The London Data Service collects and organises these notes. They are then used by the Analytics Platform.

Storing information

Your health and care information is stored on secure computers.

All the information is stored in the UK.

[Use this link to find out how long we keep information for.](#)

It is looked after by companies called Microsoft and Snowflake.

We always follow the law and we keep your information safe.

We never sell your information.

Your rights

You have the right to:

- say “no” to your information being used
- be told about how your information is stored and used
- get a copy of your information
- tell us to delete information, or only use it for certain things
- get any mistakes corrected

Opting out

You can tell us not to store information about you.

This is called **opting out**.

Phone:

0203 182 2900

Email:

NELondonicb.oneLondon.opt-out@nhs.net

If you want to make a complaint, use the same email address and type **complaint** in the subject line.

Contact us

Contact **OneLondon** if you have any questions about how we look after your information.

Phone:

0203 182 2900

Email:

enquiries.onelondon@nhs.net

Website:

<https://www.onelondon.online/>

Post:

NEL ICB, Unex Tower,
5 Station Street, London, E15 1DA

Information Commissioners Office - ICO

You can contact the ICO to complain about how your information has been used.

Phone: 0303 123 1113

Email: icocasework@ico.org.uk

Website: www.ico.org.uk

Post:

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