

NHS Grampian - Information Governance**Privacy notice****St John Scotland Volunteer Patient Transport****Revision history**

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What is happening?

NHS Grampian has partnered with St John Scotland whose volunteers provide a patient transportation service to/from the Renal Unit at Dr Gray's Hospital, Elgin.

Personal data and special categories of personal data

St John Scotland and their volunteer drivers must know your name, address and your required pick up/drop off times to provide this service to you. When you use the service provided by St John Scotland, NHS Grampian will share that information with them for this purpose. They have no other information about you. They will hold that information in an identifiable form for a maximum of three months before removing it from their systems. They will retain information around miles travelled and the number of journeys taken, but this reporting data will not include your personal information.

Data controller

NHS Grampian and St John Scotland are the data controllers for the minimal information about you needed to provide the patient transportation service. They have signed a Service Level Agreement which includes clauses designed to protect your data. St John Scotland volunteers engaged in this service have also signed a confidentiality agreement with NHS Grampian as well as the undertakings they make to St John Scotland when they become a volunteer.

Lawful processing (holding and using personal data)

NHS Grampian has entered this partnership to facilitate your access to services from the Renal Unit at Dr Gray's Hospital and is sharing this data further to its official authority as a Scottish Health Board and for a task in the public interest.

Your rights

If you wish to update, access, erase, or limit or complain about the use of your personal data please let our Data Protection Officer know contacting Information Governance - gram.infogovernance@nhs.scot - or 01224 551549 who will consider your request and respond appropriately. You may also wish to contact the Information Commissioner's Office - [How to make a data protection complaint to an organisation | ICO](#) - or seek to enforce your rights through judicial remedy.

If you want to use any of your rights with St John Scotland, please contact them directly using the information linked on their website - <https://www.stjohnscotland.org.uk/>.