

**NHS Grampian**

**Privacy notice**

**Home delivery of medicines by North East Rider Volunteers (NERVS)**

**What is happening?**

NHS Grampian has commissioned North East Rider Volunteers (NERVS) to deliver certain medicines to patients in their homes following their discharge from hospital. This means that patients will not have to wait as long to be discharged, leading to a better experience for them and improvements to the operational flow of NHS Grampian hospitals, leading to a reduction in waiting times.

If you are eligible to have medicines delivered to you at home instead of waiting for them in hospital, this will be discussed with you by a member of the clinical team. You do not have to agree to this and can wait if you choose to.

If you agree to have your medicines sent to your home, we will pass your name, address and telephone number, or your nominated representative's name, address and telephone number, to NERVS so that they can transport your medicines to your home. They will have ID, which you or your representative should check, and they will ask you to sign for the delivery. If there is no-one at home when they bring the medicines, they will return them to the hospital and you may be asked to arrange for their collection yourself. They are not able to leave medicines at your home if there is no-one there to receive them.

**Personal data and special categories of personal data**

The information used in this process is your, or your representative's, name, address and telephone number. NERVS will not know what sort of medication you are receiving, nor will they know why you were in hospital or any of your other health information.

NERVS will have your, or your representative's, name, address and telephone number for one month, whereupon it will be removed from their systems.

NERVS vehicles have safety cameras and trackers fitted. They will not be recording you, but will have footage of your street. This information is destroyed after one month, unless it is relevant for another process, for example if there is a road traffic accident involving one of their vehicles.

**Data controller**

NHS Grampian remains the data controller for your, or your representative’s, information. NERVS are being commissioned to provide this service and will work for the Health Board as our data processor. They have signed agreements with NHS Grampian governing their use of your data.

NERVS are the data controller for any recordings made by the cameras in their vehicles - <https://www.nervs.org.uk/contact>.

**Lawful processing**

The processing of your data is further to the official authority of NHS Grampian per the National Health Service (Scotland) Act 1978.

**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 in the first instance by contacting Information Governance - [gram.infogovernance@nhs.scot](mailto:gram.infogovernance@nhs.scot) - or 01224 551549. You may also wish to contact the Information Commissioner’s Office - <https://ico.org.uk/your-data-matters/raising-concerns/> or seek to enforce your rights through judicial remedy.

**Change control**

0.1	16 December 2025	First drafted.
0.2 (to v1 following approval)	19 December 2025	Revised to include information on vehicle trackers.

1.1	22 December 2025	Revised to confirm that NERVS will process data concerning a patient’s representative where the patient nominates someone to receive their medication for them.
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