

## Summary Hospital-level Mortality Indicator (pseudonymised patient data) privacy notice

Telstra Health UK processes patient data to help healthcare organisations achieve sustainable improvements in their performance. This notice explains more about how we use your personal information as a data controller. Specifically, it describes what we do with Summary Hospital Mortality Indicator (SHMI) data supplied under licence by [NHS Digital](#). We cannot identify you in the SHMI data that we hold but it is produced by NHS Digital using data about NHS patients.

### What information we hold about you

SHMI is supplied to us by NHS Digital under a data sharing agreement. NHS Digital produce SHMI data using [Hospital Episode Statistics \(HES\)](#) data and Death Registration data. It is defined as ‘the ratio between the actual number of patients who die following hospitalisation at the trust and the number that would be expected to die on the basis of average England figures, given the characteristics of the patients treated there. It covers patients admitted to hospitals in England who died either while in hospital or within 30 days of being discharged.’

NHS Digital have produced a [detailed explanation](#) and a [privacy notice for SHMI](#). Discover more about your NHS personal data choices [here](#).

We cannot identify you in the SHMI data that we hold.

### How we use your information

We present informatics, insights and analysis to healthcare customers using our tools and services. We use SHMI data to provide NHS customers with dashboards so they can analyse and benchmark their performance in terms of the SHMI measure of mortality. We also use the data to provide a consultancy service to help NHS customers exploit more of SHMI's potential to improve outcomes for patients.

We also use the data to publish articles and infographics to broaden public understanding.

The primary purpose of processing is to help NHS organisations improve their understanding of mortality.

Under the General Data Protection Regulation (GDPR) we must identify specific legal bases for collecting and using your data. We process SHMI data under the following legal bases:

- It is necessary for the purpose of our legitimate interests and those of our NHS customers. Our legitimate interest is in being able to provide tools and services that will benefit healthcare organisations. We have a legitimate interest in being able to offer a commercial service that is based on a trusted dataset. It is also in the interests of the NHS, patients and the public as a whole, because it brings benefits and improvements to health and social care. Without the processing of this data we would not be able to deliver these benefits. This would be to the detriment of healthcare professionals and patients.
- It is necessary for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes in accordance with Article 89(1). It is proportionate to the aims pursued, respects the essence of the right to data protection and provides for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject.

We only process the SHMI under the terms of our data sharing agreement with NHS Digital. The processing is subject to additional safeguards, in particular the technical and organisational measures that fall under the scope of our independently and externally audited information security management system.

### Information we share with other organisations

Our NHS customers can access a secure portal to see SHMI data relating to their service. This is at record level. They can also see aggregated SHMI data relating to other organisations (their peers).

Our NHS customers can also use our consultancy service to receive analysis and visualisations based on the SHMI data.

Microsoft Ltd and Amazon Web Services (AWS) supply Cloud Services for Telstra Health UK and are therefore listed as data processors. They supply support to the system, but do not access data. Therefore, any access to the data held under this agreement would be considered a breach of the agreement.

### Information only processed in the UK

The patient data we receive from NHS Digital is processed at Telstra Health UK premises and colocations and at Microsoft and AWS data centres within the UK.

### How long we keep your information

SHMI data are retained for the duration of our agreement with NHS Digital.

### Your rights

<b>Informed</b>	✓	This notice and the <a href="#">one published by NHS Digital</a> are to inform you about how we use your data when processing SHMI.
<b>Access</b>	✓	We cannot identify you from the SHMI data we hold. Please contact <a href="#">NHS Digital</a> for more information on how you can access data relating to you.
<b>Objection</b>	✗	Discover more about your patient data choices <a href="#">here</a> .
<b>Portability</b>	✗	Not applicable
<b>Correction or change</b>	✓	If any of the information we hold about you is incorrect or incomplete then this should be corrected through your healthcare provider or via <a href="#">NHS Digital</a> .
<b>Erasure</b>	✗	Not applicable
<b>Restriction</b>	✓	You can request that the use of your personal information is limited to storage only. We cannot identify you from the SHMI data we hold. Please contact <a href="#">NHS Digital</a> for more information on how to restrict your data.
<b>Informed of automated decision making</b>	✗	We do not use the data to produce decisions made solely by computers rather than people.
<b>Withdraw consent</b>	✗	The data is not processed on the basis of consent

Find out more about your personal data rights at the [Information Commissioner's Office \(ICO\) website](#).

### Data Protection Officer and contact details

Our Data Protection Officer can be contacted by email on [DrFoster-InfoGovInbox@health.telstra.com](mailto:DrFoster-InfoGovInbox@health.telstra.com) or by post at Information Governance, Telstra Health UK, BioCity Nottingham, Pennyfoot Street, Nottingham, NG1 1GF.

For general enquiries please call 020 7332 8800 or write to Telstra Health UK, 3 Dorset Rise, London, EC4Y 8EN.

### How to complain

If you feel that we have let you down in relation to your information rights then please contact our Data Protection Officer using the details above.

You can also make complaints directly to the Information Commissioner's Office (ICO). The ICO is the independent authority upholding information rights for the UK. Their website is [ico.org.uk](https://ico.org.uk) and their telephone helpline number is 0303 123 1113.