



**ReferKent Privacy Notice**

East Kent Hospitals University NHS Foundation Trust is committed to protecting the privacy and security of your personal information. This privacy notice explains how we process and handle patient data in relation to the **ReferKent** system, an online directory owned by **Kent County Council (KCC)** that supports referrals to secondary care services across Kent.

**1. What is ReferKent?**

ReferKent is an online directory used by groups, Primary and Acute Care Organisations (such as the Trust), and secondary care services. The system aims to enhance referrals for secondary care and help individuals who are experiencing or are at risk of hardship. The benefits of ReferKent include:

* Enabling users to make referrals directly to appropriate organisations
* Ensuring that people at risk of hardship receive timely support
* Providing an efficient, GDPR-compliant, and secure way of tracking and checking referrals

**2. How is the System Used?**

East Kent Hospitals Trust is participating in a 6-month pilot project with its Therapies Teams and their patients. During this pilot, patient referrals will be made through the ReferKent system, with the goal of improving referral processes for Trust service users. After the pilot, the system will be reviewed to determine its potential for broader use across the Trust.

**3. How We Process Your Information**

If you are a Trust patient, your information may be processed through the ReferKent system only after obtaining your informed and recorded consent. The data we collect and process will be used to make referrals to appropriate secondary care providers. This information includes:

* **Name**
* **Form of contact** (e.g., telephone number, email address, or postal address)
* **Type of referral** (selected from a drop-down list)

Your personal information will not be shared or added to the system without your explicit consent, and you will have the right to decide whether to engage with the contact made by the recommended provider.

**4. Patient Consent**

Participation in the ReferKent system is entirely voluntary. You will be asked for your consent before any of your personal details are submitted. You can withdraw your consent at any time during the process, and your details will not be shared without your approval.

Once your details are submitted, you can choose whether you wish to respond to the referral from the secondary care provider and discuss your personal circumstances further, entirely at your discretion.

**5. Security and Data Protection**

ReferKent is designed to be quick, secure, and GDPR-compliant. Your personal data will be processed in line with data protection regulations to ensure that your information is safeguarded. Only authorised personnel will have access to the system, and your data will not be shared with any parties without your consent, except where required by law.

**6. Your Rights**

As a patient, you have the right to:

* **Access your personal information**
* **Request corrections to any inaccuracies in your data**
* **Withdraw consent for the use of your data at any time**

To exercise these rights, or if you have any questions or concerns, please contact the Trust’s Data Protection Officer or refer to the Trusts full privacy notice for further details.

**7. Further Information**

For more information about the ReferKent scheme, their own privacy notice details, a full list of participating organisations, or if you would like further information about the ReferNet system itself, please refer to the following link [ReferKent - for organisations who support Kent residents - Kent County Council](https://www.kent.gov.uk/leisure-and-community/cost-of-living-support/professional-referrals/referkent)

**8. Contact Us**

For any questions or complaints regarding this notice or the use of the ReferKent system, please contact:

**Trust Data Protection Officer: Tel: 01227 783142, email:****ekhuft.dataprotectionofficer@nhs.net****IG Manager, Kent & Canterbury Hospital, Ethelbert Road, Canterbury, CT1 3NJ**

This privacy notice is effective as of December 2024.

**Please note that this privacy notice outlines the use of patient data in relation to the ReferKent system, ensuring full transparency on how your personal information is handled.**