

## **PRIVACY NOTICE:**



Scottish Government  
Riaghaltas na h-Alba  
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## **Organ Transplant Aftercare and Support: Survey**

### **Who we are**

We are the Organ and Tissue Donation and Transplantation Policy Team within the Directorate for Population Health in the Scottish Government. Our head office is located at St Andrew's House, 2 Regent Road, Edinburgh EH1 3DG.

### **What personal information we need and why?**

We are asking recipients of a solid organ transplant(s) in Scotland to provide information about their experiences of transplant aftercare and support.

It is essential to get these views to ensure transplant services are meeting the needs of their patients. This survey will benefit the public as responses will help to identify areas where the patient experience can be improved and drive service improvement.

This survey is entirely optional for individuals to complete and you do not need to answer all the questions if you do not want to.

### **What is our lawful basis for processing your data?**

Article 6(1)(e) of the General Data Protection Regulation (GDPR) provides the lawful basis for processing where "processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller".

### **What we do with your data**

We will analyse your responses to the questions in the online survey, or submission via email or post. We will compile a report of the information received which will help to identify areas where services for patients can be improved and drive service improvement. We do not intend to include any individual survey responses in the report; particular comments or suggestions may be included, but this will be done in a way that ensures no individuals can be identified from their comments.

Where personal data is received via Citizen Space, the Scottish Government's online survey tool, or by email or letter, only the information required to inform the survey will be extracted. Any information, such as name or email address which could identify an individual will be deleted immediately as it is not necessary for our analysis of responses.

### **How we store your data and for how long**

We only keep your personal information for the minimum amount of time necessary. We will ensure that any personal data is stored securely on secure servers.

Any personal data will be reviewed after a maximum of 12 months to see if it can be securely deleted. Any statistical information and non-patient identifiable comments will be kept long term.

The survey will run from **25 September – 29 December 2023**. The report of findings from the survey (which will not include data or comments which could identify individual respondents) will be presented to the Scottish Donation and Transplant Group at their meeting in April 2024 and will be published on the Scottish Donation and Transplant Group page on the Scottish Government website <https://www.gov.scot/groups/scottish-donation-and-transplant-group>.

### **What are your rights**

You have a right of access to any personal data we hold about you by making a [Subject Access Request \(SAR\)](#).

In addition, if you believe that the data we hold is inaccurate or incomplete you can ask us to update our records by contacting [organ\\_donation\\_scotland@gov.scot](mailto:organ_donation_scotland@gov.scot).

To find out more about the rights you have over your personal data, please visit the ICO website [Your data matters | ICO](#)

### **Complaints**

If you are dissatisfied with the way we handle your personal data, you can raise your concerns with our Data Protection Officer in the first instance. You can do this by e-mail to [DataProtectionOfficer@gov.scot](mailto:DataProtectionOfficer@gov.scot) or write to :

Data Protection Officer  
Victoria Quay  
Commercial Street  
Edinburgh, EH6 6QQ

If you feel we have been unable, or unwilling to resolve your complaint, you have the right to lodge a complaint with the Regulator for data protection in the UK, the Information Commissioner's Office (ICO):

The Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire, SK9 5AF  
Tel: 08456 30 60 60

<https://ico.org.uk/concerns/handling/>