



# Falkland Islands Government

## Privacy Notice –

### Directorate Health & Social Services

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#### **Contact details**

Healthcare Governance Manager

Phone Number: + 500 28000

Address: King Edward VII Memorial Hospital  
St Mary's Walk, Stanley, Falkland Islands

E-mail: [JVincent@kemh.gov.fk](mailto:JVincent@kemh.gov.fk)

#### **Why we collect your personal information?**

The Falkland Islands Government's Directorate of Health and Social Services has a duty, under the following legislation, to deliver the best level of health and social care to residents and service users in the Falkland Islands. This legislation includes:

- Access to Health Records Ordinance 1995
- Assessment and Safeguarding of Adults Ordinance 2020
- Children Ordinance 2014
- Financial Assistance Ordinance 2023

#### **What type of information do we have?**

Personal data is defined as any information which identifies a living individual. We currently collect and process personal data in many different ways depending on how you interact with the government. Some personal information may be classed as sensitive due to the nature of the data and will be protected accordingly.

To enable us to provide the services related to operations performed in the Directorate of Health and Social Services (DHSS) and to comply with our legal obligations, we collect the following information from you directly or from internal departments and external entities:

- |                      |                       |                |
|----------------------|-----------------------|----------------|
| • Name               | • Referral            | • Safeguarding |
| • Address            | • /Assessment         | information    |
| • Contact Details    | information           | • Financial    |
| • Date of birth      | • Mental capacity     | information    |
| • Ethnicity          | information           | • Probation    |
| • Gender             | • Next of kin details | Information    |
| • Health information |                       |                |



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#### **How we get the information?**

The personal information we process is provided to us directly by you, as the data subject, or from internal departments and external entities. The method of collection will depend on how you interact with the government and its services.

#### **What happens to the information we have?**

We use the information that you have given us in order to fulfil our function as a public authority and provide the above services under our legal obligations.

We process your information to:

- Deliver healthcare services
- Deliver adult and child social care services
- Deliver probation services
- Deliver financial support services
- Ensure the safety and protection of children and adults at risk, and public protection

Other ways that we use your information include:

- Data profiling – this is when your information is summarised and examined to enable us to tailor and improve the services to meet your specific needs
- Research and planning – the information collected about you when you use our services can sometimes be used for purposes beyond the direct health and social care service. These can include:
  - Research and data collection for performance and activity statistics
  - Investigating complaints
  - Supporting education and training for healthcare professionals
  - Assuring, monitoring and improving the quality of care and treatment provided
  - Monitoring and protecting public health
  - other secondary uses

Where required, we will always seek your consent to use your confidential information for these purposes. Most of the time anonymised data is used.

We may share your personal data between our services and with partner organisations, such as contract service providers and the police. Though the Directorate covers a wide range of medical and social services, data is only shared internally or externally when it is of benefit to you, required to protect you or somebody else, required by law, or to prevent and detect fraud.



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The partner organisations we may share your information with include:

- Health and care agencies and partners providing care and support to the service user (including Social Services and medical practices in the UK)
- Government Departments, including Treasury, Customs & Immigration, Taxation and Pensions
- Royal Falkland Islands Police and the Prison Service
- Flight booking agents
- Clinical Auditors to evaluate clinical performance against standards
- Insurance companies for payment for treatment and care of non-entitled patients
- Courts – including Coroner's court and Commissions of Inquiry
- Interpreters and translators working on behalf of patients in the care
- Bodies with statutory investigative powers

All staff working in DHSS are under a legal and professional obligation to keep information about you confidential. All information is shared responsibly, appropriately and securely. All staff involved in health and social care services are required to sign the DHSS Code of Confidentiality, in addition to the standard FIG Oath of secrecy.

The Chief Medical Officer is the Caldicott Guardian, and is responsible for ensuring that sharing and disclosing of clinical information is appropriate.

#### **How do you get access your personal data?**

Individuals have the right, in accordance with the FIG Data Protection Policy (2020), FIG Access to Information Code of Practice (2016), and Access to Health Records Ordinance (1995), to access their medical records and personal data held by FIG and to ensure it is accurate.

The Falkland Islands Government endeavours to respond to your request within 20 working days from receipt of the request and satisfactory proof of identity. The 20 days may be extended if the request is complex but the Government Department will inform you if this applies. Should the request also require extensive research then the individual will be contacted with an explanation. There will be a fee imposed for those who wish to receive a copy of their medical record.

To enable FIG to deal promptly with a request for DHSS, please complete [DHSS Subject Access Request Form](#)

FIG and DHSS reserves the right to refuse disclosure of personal data if the request covers exempt information. You will be notified if your request covers exempt information, such as information relating to a third party.



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Please inform the DHSS of any changes to your personal information (address, resident status etc) so that your records can remain accurate. To update your personal data held by DHSS, please email: [reception@kemh.gov.fk](mailto:reception@kemh.gov.fk)

#### **How do we store your information?**

Any personal data relating to an individual – in paper or electronic format - is securely stored within Government Directorates. Each Directorate has measures in place to ensure this data is only accessed by authorised persons, who have appropriate reasons for viewing or processing your information.

Personal information is retained for legal or administrative purposes for a set period of time, in line with approved Government record retention schedules. Each Department has its assigned and approved record retention schedule.

At the end of the retention period information is disposed of securely either through confidential destruction or irretrievable deletion.

#### **Complaints**

If you are dissatisfied with a response received please let us know so that we can address any concerns. Alternatively, you can also submit a complaint, so that the decision can be reviewed internally, via the website: [www.falklands.gov.fk/feedback](http://www.falklands.gov.fk/feedback)

You can also complete DHSS complaints forms and email to [JVincent@kemh.gov.fk](mailto:JVincent@kemh.gov.fk)

#### **Further Information**

You can access the following documents from the FIG website:

[FIG Data Protection Policy](#)

[DHSS Code of Confidentiality Policy](#)

[DHSS Complaints, Compliments and Comments Policy](#)

For further information you can also contact the FIG Corporate Records & National Archives Manager on email: [records.manager@sec.gov.fk](mailto:records.manager@sec.gov.fk)