

Florence Privacy Notice

Information for service users

General information about how the NHS handles your health information can be found on www.nhsinform.scot. The information below is more specific guidance related to "Florence" (Flo)

What is Flo?

Florence or Flo is considered an "easy to use self management tool designed by NHS professionals for NHS professionals".

Using familiar technology in SMS Text messaging to your own mobile phone, Flo is a free to use service to patients in the UK. It supports you to engage with and adhere to a treatment plan, support decision making and allows you to manage your own health better.

What kind of personal information is Flo using?

The information used by Flo will depend on why you are using it.

Personal information that Flo requires to hold for everyone:

- Who you are (name)
- How to contact you (mobile telephone number)

Additional information that Flo may hold:

- Community Health Index (CHI) number
- Your health information
 - Clinical readings such as blood pressure, weight, blood sugar level
 - Responses to symptom and lifestyle questions such as mood, pain levels and activity levels
 - Your request for further information on topics to be sent to you.

This type of information is only collected when it is needed or is provided by you when you register to use Flo.

Why does Flo use personal information?

To enable Flo to work, the system must store your name and mobile telephone number.

What is the legal basis for Flo using personal health information?

The legal basis for processing this data is that the data is necessary for the provision of Health and Social Care Services to you.

Further information about the specific legal basis can be found at www.nhsinform.scot.

Who provides the personal information to Flo?

The personal information entered into the system will be provided by you and entered by your health or care professional or a member of their team.

If the CHI number is entered this will be provided from your NHS records.

How long does Flo store personal information?

If there is no communication sent to or received from you from Flo in 5 years then all your personal data held within Flo will be deleted.

Relevant information on Flo may be transferred to your medical record by healthcare professionals in line with the NHS record keeping code of practice. The transferred information in the medical record may therefore be kept for longer.

Is my personal information shared with anyone else or transferred out-with the UK?

The information you provide may be shared with staff who are involved in providing your care.

If you have used Flo before or are currently using Flo with another service, the staff from both services will be able to see all the information you have within Flo.

If you use Flo within the UK, your data will only be processed in the UK. However if you travel abroad your data may be processed in countries where privacy protection levels are less strict than the UK.

Does personal information get used for any other purposes?

Flo does some profiling in order to evaluate certain aspects of your personal health in order to help you manage your health. Flo may use your health data to automatically advise you to take some actions.

If you feel Flo's advice will have an adverse effect on you or appears to go against healthcare advice you have previously been given, you should not follow it and contact a health or social care professional to discuss your concerns.

How does Flo protect personal health information?

Flo complies with the recommended security standards.

Your data is encrypted within the system.

Your rights

You have the right to request to access, modify or delete health information that Flo holds.

Who to contact for more information

Each NHS Board has a local data protection officer. A list of these can be found on the NHS Inform Website.

To contact the data protection officer for NHS Lothian, please email:

Lothian.DPO@nhs.scot