


# Privacy Notice

## Overseas Visitors

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## Introduction

The aim of this document is to explain what information we hold about you, what we do with the information we hold (including who we share it with and how long we hold this information for)

## Why do we collect information about you?

The Trust collects information about you in order to comply with our legal obligations, which is to ensure that the Trust receives payment for any services it may provide and also to undertake processing that will allow us to verify if you are entitled to free NHS care. Our obligations are explained in the Department of Health & Social Care Guidance on implementing the overseas visitor charging regulations.

Whilst the majority of our information is received from you when you come into contact with the Trust, we also receive information from other organisations or individuals, such as when you are referred for treatment or in response to questions relating to your eligibility for free NHS care. We also need enough information to be able to provide you with appropriate healthcare services.

Where it is necessary for discharging our obligations in this area, your personal information may be sent to the Home Office. The information provided may be used and retained by the Home Office for its own purposes, which include enforcing immigration controls overseas, at the ports of entry and within the UK. The Home Office may also share this information with other law enforcement and authorised debt recovery agencies for purposes including national security, investigation and prosecution of crime and collection of fines and civil penalties.

## What types of information do we use?

Within Wrightington, Wigan and Leigh NHS Foundation Trust, for these purposes, we will use categories of information

Personal Data – any information relating to an identified or identifiable individual; an identifiable person is one who can be identified directly, or indirectly.

Special Category data – any information relating to racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union activities, physical or mental health, sexual life or genetic or biometric data.

## What do we use your information for?

The Trust may need to process our information in order to:

- Establish your identity and your entitlement to free NHS Discount
- Ensure the information we hold about you is valid and up to date
- Record NHS debtors to the Department of Health and Social Care
- Determine your immigration status using Home Office services
- Prevent, detect and prosecute fraud and other crime
- Provide translation and interpreter services to you.

## What do we use your information for?

The Trust may receive information about you which you have not provided to us. This could be for instance

- If we need to verify your immigration status which provides information about your entitlement for free NHS treatment
- If we are dealing with a legal or immigration matter to which you are a relevant party
- If we are dealing with the safety, security, health and wellbeing or someone associated with you
- If we receive information in the form of an alert or warning and are legally obliged to act on it

## What is the lawful basis to process your information

The General Data Protection Regulations and the Data Protection Act 2018 allow us to process your data under the following conditions:

Where we process ***your personal or special category data*** we will do so in order to ***comply with a legal obligation*** to which the Trust is subject.

There may be occasions when we will be obliged to process your information in order to comply with a court order, coroner's instruction, to prevent or detect crime or to comply with the law. Where we do this, we will process your ***personal and/or special category*** data to ***comply with a legal obligation*** to which the Trust is subject.

If we process your information for other purposes that are not described above then we will seek your ***consent*** to do so before we process it.

## Where can you get further information?

If you have any further queries regarding your information and how it is used, please contact:

Data Protection Officer  
Trust Headquarters  
Royal Albert Edward Infirmary  
Wigan Lane  
Wigan  
WN1 2NN  
Email: [DPO@wwl.nhs.uk](mailto:DPO@wwl.nhs.uk)

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## Comments, Compliments or Complaints

The Patient Relations/Patient Advice and Liaison Service (PALS) Department provides confidential on the spot advice, information and support to patients, relatives, friends and carers.

## Contact Us

Tel: 01942 822376 (Monday to Friday 9am to 4pm)

The Patient Relations/PALS Manager  
Wrightington, Wigan and Leigh NHS Foundation Trust  
Royal Albert Edward Infirmary  
Wigan Lane  
Wigan WN1 2NN

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## Ask 3 Questions

Become more involved in decisions about your healthcare. You may be asked to make choices about your treatment. To begin with, try to make sure you get the answers to three key questions:

1. What are my options?
2. What are the pros and cons of each option for me?
3. How do I get support to help me make a decision that is right for me?



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## How We Use Your Information

For details on how we collect, use and store the information we hold about you, please take a look at our “how we use your information” leaflet which can be found on the Trust website:

[https://www.wvl.nhs.uk/patient\\_information/leaflets](https://www.wvl.nhs.uk/patient_information/leaflets)

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This leaflet is also available in audio, large print, braille and other languages upon request. For more information please ask in department/ward.

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