

NHS Lothian's Vaccination Enquiries Line

Privacy statement regarding the use of Relay UK (BT Relay)

NHS Lothian has no formal agreement or contract with [Relay UK](#) (BT Relay).

However, this is an option available to patients with hearing or speech difficulties when contacting NHS Lothian's Vaccination Enquiries Line.

Patient confidentiality is very important to us, so we want patients to be aware of the following before choosing to use this service:

- Relay UK will store both a transcript and audio recording of your conversation with NHS Lothian for 90 days, in compliance with Ofcom regulations.
- Relay UK may use your information for marketing purposes.
- If Relay UK suffers a data breach that affects you, they will not inform you directly. They will publish details of the breach on their social media channels.

While using this service, Relay UK may request the following pieces of information about you:

- Date of birth
- Name
- Address
- Telephone number
- Community Health Index (CHI) Number

You may also be asked to provide sensitive or personal data about your health while using Relay UK.

For more information on how Relay UK will use your data, please [visit their website where you can find their Data Protection Notice](#).

NHS Lothian takes the protection of patient data very seriously and employs a number of technical and organisational measures to ensure your personal data is safe.

For more information, please visit our [Data Protection Notice](#).