

22/11/2010

Dear Sir/Madam,

I am writing to make an official complaint about the <http://www.nhs.uk/> website. My complaint is regarding the fact that "conditions pages" on NHS choices website currently allow 4 third-party tracking/advertising companies to track users of the NHS choices website.

For example, I would like to know why the following four third-party sites are allowed to track a user when they are looking for information regarding what could be an extremely private and personal problem, e.g. AIDS and HIV [1].

<http://addthiscdn.com>
<http://statse.webtrends.live.com>
<http://www.facebook.com>
<http://www.google-analytics.com>

I am complaining because the nhs.uk website: 1) shares personal data of its users with companies outside of the European Economic Area, and 2) because it shares data with for-profit advertising companies. Both of these seem to be in breach of the NHS's data protection policy filings at the ICO [2].

I have written up the technical details [3] detailing why I believe the above four tracking services are tracking people who use the what ought to be browsing a highly confidential health information site, <http://www.nhs.uk/>.

Please confirm receipt of my request.

Yours faithfully,

Mischa Tuffield

[1] <http://www.nhs.uk/conditions/HIV/Pages/Introduction.aspx>

[2] <http://www.ico.gov.uk/ESDWebPages/DoSearch.asp?reg=4693360>

[3] <http://mmt.me.uk/blog/2010/11/21/nhs-and-tracking/>