

How We Collect and Look After Your Data

Why do we collect information about you?

In order to support your care, health professionals maintain records about you. We take great care to ensure that your information is kept securely, that it is up to date, accurate and used appropriately. All our staff are trained to understand their legal and professional obligations to protect your information and only look at your information if they need to. They will only look at what they need in order to carry out such tasks as booking appointments, making referrals, giving health advice or provide you with care.

What information do we hold about you

- Details about you, such as your name, address, carers, legal representatives and emergency contact details
- Any contact the surgery has had with you, such as appointments, clinic visits, emergency appointments, etc.
- Notes and reports about your health
- Details about your treatment and care
- Results of investigations such as laboratory tests, x-rays, etc.
- Relevant information from other health professionals, relatives or those who care for you

How is my information stored?

Our practice uses an electronic clinical records programme called SystemOne which is where all of your information will be stored unless we hold records about you on paper which will remain on paper. We use a combination of working practices and technology to ensure that your information is kept confidential and secure.

How can I see what information you hold about me?

You have a right under the Data Protection Act 1998 to see what information the practice holds about you and to have it amended or removed should it be inaccurate. You can make what is called a Subject Access Request and we will:

- describe the information we hold about you
- tell you why we are holding that information
- tell you who it might be shared with
- at your request, provide a copy of the information in an easy to read form
- in order to request this, you need to do the following:
 - Your request must be made in writing – for information from the hospital you should write direct to them
 - There may be a charge to have a printed copy of the information held about you
 - We are required to respond to you within 40 days

- You will need to give adequate information (for example full name, address, date of birth, NHS number and details of your request) so that your identity can be verified and your records located

If you would like to make a Subject Access Request or have any further questions, please contact Paula Dearing, our Practice Manager.

When is my information shared?

We are committed to protecting your privacy and will only use information collected lawfully in accordance with:

- Data Protection Act 1998 and General Data Protection Regulation 2016
- Human Rights Act 1998 • Common Law Duty of Confidentiality
- Health and Social Care Act 2012
- NHS Codes of Confidentiality, Information Security and Records Management
- Information: To Share or Not to Share Review

We will only use or pass on information about you to other health professionals if they have a genuine need for it to support your care. We will not disclose your information to any third party without your permission unless there are exceptional circumstances (i.e. life or death situations), where the law requires information to be passed on and/or in accordance with the new information sharing principle following Dame Fiona Caldicott's information sharing review (Information to share or not to share) where "The duty to share information can be as important as the duty to protect patient confidentiality." This means that health and social care professionals should have the confidence to share information in the best interests of their patients within the framework set out by the Caldicott principles. They should be supported by the policies of their employers, regulators and professional bodies.

For example, your information may be shared in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital service
- To help you get support from other services e.g. from social care or voluntary organisations. This can only be done with your prior consent
- When we have a duty to others e.g. in child protection cases
- Where we are required by law to share certain information such as the birth of a new baby, infectious diseases that may put you or others at risk or where a Court has decided we must.

Who are the other organisations that may see my information?

We may also have to share your information, subject to strict agreements on how it will be used, with the following organisations;

- NHS Trusts / Foundation Trusts
- GP's
- NHS **Commissioning** Support Units

- Independent Contractors such as dentists, opticians, pharmacists
- Private Sector Providers
- Voluntary Sector Providers
- Ambulance Trusts
- Clinical **Commissioning** Groups
- Social Care Services
- Health and Social Care Information Centre (HSCIC)
- Local Authorities
- Education Services
- Fire and Rescue Services
- Police & Judicial Services
- Other 'data processors' which you will be informed of

You will be informed who your data will be shared with and in some cases asked for explicit consent for this happen when this is required.

Please see the our webpage [Sharing your Information](#) for more details of what is shared electronically within the NHS locally & nationally and your choices about sharing.

Objections / Complaints

Should you have any concerns about how your information is managed at the practice, please contact Paula Dearing, our Practice Manager. If you are still unhappy following a review by the GP practice, you can then complain to the Information Commissioners Office (ICO) via their website (www.ico.gov.uk).

If you are happy for your data to be extracted and used for the purposes described in this privacy notice then you do not need to do anything. If you have any concerns about how your data is shared then please contact the practice.

Change of Details

It is important that you tell the person treating you if any of your details such as your name or address have changed or if any of your details such as date of birth is incorrect in order for this to be amended. You have a responsibility to inform us of any changes so our records are accurate and up to date for you.

Notification

The Data Protection Act 1998 requires organisations to register a notification with the Information Commissioner to describe the purposes for which they process personal and sensitive information.

This information is publicly available on the Information Commissioners Office website www.ico.org.uk

The practice is registered with the Information Commissioners Office (ICO).

Who is the Data Controller?

The Data Controller, responsible for keeping your information secure and confidential is Dr Eric Mak.

Complaints

Should you have any concerns about how your information is managed by the Practice please contact Paula Dearing at the practice.

If you are still unhappy following a review by the Practice you can then complain to the Information Commissioners Office (ICO). www.ico.org.uk, casework@ico.org.uk, telephone: 0303 123 1113 (local rate) or 01625 545 745