

Table of Contents

1. [ABOUT US](#)
2. [CONTACT US](#)
3. [INFORMATION WE COLLECT ABOUT YOU AND WHY](#)
4. [LAWFUL BASIS RELIED ON FOR PROCESSING INFORMATION ABOUT YOU](#)
5. [DIRECT CARE SERVICES AND WHO WE MAY PROVIDE YOUR INFORMATION TO AND WHY](#)
6. [NON DIRECT CARE SERVICES WHERE YOUR INFORMATION MAY BE USED](#)
7. [INDIVIDUAL RIGHTS](#)
8. [HOW LONG DO WE KEEP YOUR INFORMATION](#)
9. [OUR WEBSITE](#)
10. [COOKIES](#)
11. [WI-FI](#)
12. [DATA SECURITY](#)
13. [ORGANISATIONAL SECURITY](#)
14. [WHERE TO FIND OUR PRIVACY NOTICE](#)
15. [CHANGES TO OUR PRIVACY NOTICE](#)

Data Protection Requirements for Individual's Right to be Informed GDPR Article 13

	Mandatory Requirement as set by Data Protection Legislation Article 13	Section of Template the requirement is included	Page Number
1,	Data Controller	About Us (1) Contact Us (2A,B)	4
2.	Data Protection Officer (DPO)	Contact Us (2C)	4-5
3.	Type of data is being processed	Information we collect about you and Why (3)	5
4.	Source of personal data obtained (if not the individual)	Information we collect about you and Why (3)	5-6
5.	Purpose of the processing being done	Information we collect about you and Why (3)	6
	Who data will be shared with	Direct Care Services and Who We May Provide Your Information to and Why (5) Non Direct Care Services where your Information may be Shared (6)	6-8 9
7.	Lawful basis relied on for the different types of processing (for both Article 6: Personal Identifiable Information and Article 9: Special Category)	Lawful Basis Relied on for Processing Information About You (4)	5-6
8.	Where legitimate interests pursued by Data Controller: (CCTV, phone recordings of data held)	Website Cookies (10) Organisational Security (13)	12 12
9.	Retention Periods	How Long Do We Keep Your Information (8)	12
10.	Where Lawful Basis of consent given, the right to withdraw is evident	Lawful Basis Relied on for Processing Information About You (4D)	4
11	Data obtained and used for other purposes than initial intention (i.e.: non direct care)	Non Direct Care Services Where your Information may be Shared (6)	9-10
12.	Right to lodge a complaint with a supervisory authority	About Us (2B)	4
12.	Rights available to individuals	Individual Rights (7) Right to object also covered in sections (5and6)	7-10
	Right to be informed of Automated Decision Making including profiling	Case Findings and Risk Stratification (5A)	6-7
13.	Privacy notice for children written in language that will be understandable to them: Poster- high level of how and why data is processed for all data subjects. Relevant to all age groups Main Privacy Notice written in plain language, but a Children's Policy may also be made available to potentially reach a wider audience of age ranges	LMC Law provided template or you can create your own to cover your processing in a child friendly format (poster can also be used for all age groups as layering approach)	4 4
14.	Clear, concise, transparent, intelligible, easily accessible and in plain language	Plain language and clear what and why the processing is occurring , and how and when objecting and /other rights can be exercised. Ensure your Privacy Notice meets the need of your data subjects (see last note on the template)	
15.	To be provided to patients at time of collecting personal data	For Practice to determine: Website and/ at the practice: Is it easy to find?	

We understand how important it is to keep your personal information safe and secure and we take this very seriously. We have taken steps to make sure your personal information is looked after in the best possible way and we review this regularly.

Please read this privacy notice ('Privacy Notice') carefully, as it contains important information about how we use the personal and healthcare information we collect on your behalf.

A Poster of how we handle your data is available here: www.gardencityurgery.co.uk Practice policies

Children accessing our services can follow the link to the Children's Policy here: www.gardencityurgery.co.uk Practice policies

1. About Us

We, at the Garden City Surgery situated at 57/59 Station Rd Letchworth Garden City Hertfordshire SG6 3BJ, are a **Data Controller** of your information. This means we are responsible for determining the purpose for collecting, storing and handling your personal and healthcare information when you are registered with us as a patient.

Our aim is to provide you with the highest quality healthcare. To do this we must keep information about you, your health, and the care that is provided, or is planned to be provided, to you. This information is collectively known as your 'health record'. The purposes for which we use the information held in your health record are set out in this Privacy Notice.

It is important to us that you are informed about how we use the information we hold about you. If you have any questions about this Privacy Notice or any other concern regarding how your personal and healthcare information is used, then please contact us.

2. Contact Us

A. Data Controller

The contact details of the named, responsible Data Controller at the practice is **Dr Raj Chand**

You can contact at the Surgery if:

1. You have any questions about your information being held
2. You require access to your information or if you wish to make a change to your information please contact: Spart Hamdard at Garden City Surgery.
3. Any other query in relation to this Privacy Notice and your rights as a patient.

B. If you have a concern

If you have a concern or complaint about the way we handle your personal data or how we have used or handled your personal and/or healthcare information, **please contact the Data Controller** on the contact information provided, so we can review your concern in accordance with our internal policy.

In the event that your concern was not resolved by your contact with our named Data Controller, then please contact our Data Protection Officer on the details below.

You also have the right to raise any concern or complaint with the UK supervisory authority, at the **Information Commissioner's Office (ICO): <https://ico.org.uk/> or telephone: 0303 123 1113.**

Data Protection Officer (DPO) function for this practice is provided by HBL ICT services, hosted by ENHICS. If you wish to contact the DPO for further information on how we use your data, or if you have a concern about anything to do with the personal and healthcare information we hold about you (that was not resolved by your enquiry with the practice), please contact the DPO at HBL ICT hosted by ENHICS at: enhertsICS.dpo-gpcontractedservice@nhs.net

3 Information We Collect About You and Why

In order to provide healthcare services we collect personal information from you, such as your contact details: your name, address, telephone number(s), email address, date of birth, gender, NHS Number, details and contact number(s) of your next of kin, or carers as applicable.

We also collect health information and other related information from you and from health care professionals, or any other person involved in your general healthcare. This may include such information as:

- Contact we have had with you, such as appointments and services and/or Telephone recordings
- Information related to the services provided
- Notes and reports about your health
- Details and records about your treatment and care
- Results of x-rays, laboratory tests etc.
- Firearms Applications
- Court Orders
- Immigration Matters

The information collected from you and others is collectively known as your 'health record'. Your health record may be held in hand written format (manual record) or on a computer system (electronic). Information held within your health record is used for your direct care purposes and to check and review the quality of care you have received. (This is called audit and clinical governance).

We may contact you using SMS messaging for appointment and other services on the mobile number you have provided and where you have given us permission to do so. If you no longer wish to receive messages via SMS, please contact the practice to let us know.

Your care providers will endeavour to ensure that your health record is kept up-to-date, accurate, secure and appropriately accessible to those providing your care and treatment. Please ensure you update us on any changes to your contact information or any other relevant details. You have the right to access information held about you. For details on access requests, please see Section 7A of this Privacy Notice.

4 Lawful Basis Relied on for Processing Information About You

A. The primary lawful basis that we rely on to collect, store, use, and share your personal and health information for direct care, the administration of direct care services (prevention, investigation and treatment), and the planning of healthcare services under Data Protection Legislation are as follows:

- i. For processing personal data: The performance of a task carried out in the public interest or in the exercise of official authority...' Article 6(1)(e) '

And

- ii. For Personal data concerning health or special categories of personal data:

Article 9(2) (h) '...for the medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems...'

B. Vital Interests:

There may be occasions where we rely on the lawful basis of Vital Interests in the event that we need to process personal data to protect an individual's life.

C. Legal Obligation:

Sometimes we are required by law to share your information. Examples of this may include such reasons as: to safeguard children or vulnerable adults, where it is in the wider public interest (public health), detection or

prevention of crime, to defend a legal claim, reporting to DVLA, or where required by court order. In these instances, the lawful basis for sharing information is Legal Obligation.

D. Consent:

Your consent will be sought in certain instances, where we do not rely on another lawful basis to process your information (see Section 4A-C). For example, if you wish to sign up to our practice newsletter or to release your information to a third party who we do not have a lawful basis to share your information with, your consent will be required. When consent is given as the lawful basis for processing your information, your consent can be withdrawn at any time.

5. COVID-19 as from 1 July 2022 in response to COVID-19 the health and social care system will need to continue to take action to manage and mitigate the spread and impact of the outbreak. Under Regulation 3(4) of COPI, to:

- GP practices in England, whose IT systems are supplied by the Phoenix Partnership (TPP) or Egton Medical Information Systems (EMIS)
- To process data for purposes set out in Regulation 3(1) of COPI. Organisations are only required to process such confidential patient information:
- Where the confidential patient information to be processed is required for a COVID-19 Purpose and will be processed solely for the COVID-19 Purpose in accordance with Regulation 7 of COPI

A COVID-19 Purpose includes but is not limited to the following:

- Understanding a COVID-19 and risks to public health, trends, controlling and preventing the spread of COVID-19
- Processing to support the NHS Test and Trace programme
- identifying and understanding information about patients or potential patients with or at risk of COVID-19, information about incidents of patient exposure to COVID-19 and the management of patients with or at risk of COVID-19 including: locating, contacting, screening, flagging and monitoring such patients and collecting information about and providing services in relation to testing.
- understanding information about patient access to health services and adult social care services and the need for wider care of patients and vulnerable groups as a direct or indirect result of COVID-19 and the availability and capacity of those services or that care
- monitoring and managing the response to COVID-19 by health and social care bodies and the Government including providing information to the public about COVID-19 and its effectiveness and information about capacity, medicines, equipment, supplies, services and the workforce within the health services and adult social care services
- delivering services to patients, clinicians, the health services and adult social care services workforce and the public about and in connection with COVID-19, including the provision of information, fit notes and the provision of health care and adult social care services

- research and planning in relation to COVID-19

We will never sell or share your information for direct marketing

6 Direct Care Services and Who We May Provide Your Information to and Why

Safe and effective care is dependent upon relevant information being shared between all those involved in caring for a patient. When an individual agrees to being treated by the wider care team, it creates a direct care relationship between the individual patient, the health and social care professional, and their team. All health and adult social care providers are subject to the statutory duty under section 251B of the Health and Social Care Act

2012 to share information about a patient for their direct care. This duty is subject to both the Common Law Duty of Confidentiality and the GDPR and Data Protection Act 2018.

Your personal information will only be shared in accordance with your rights under the General Data Protection Regulation, Data Protection Act 2018, the Common Law Duty of Confidentiality, the NHS Constitution, and in keeping with professional and NHS Codes of Practice.

For further information on the use and sharing of confidential information, please follow the NHS Digital link <https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/a-guide-to-confidentiality-in-health-and-social-care>

You have the right to object to your information being shared for direct care, but in some circumstances this may delay or affect the care you receive. Always consult your GP or relevant health professional before deciding to opt out of sharing your information, as they will be able to advise you on the possible outcomes of this decision. Please see Section 7E for further information on the right to object.

A. Case Findings and Risk Stratification

Sometimes your information will be used to identify whether you may benefit from a new or existing service; based on case findings. To do this, we may use automated technology to help us identify people that might require support or benefit from services, but ultimately, the decision is made by those involved in your care. Those involved in your care might look at particular 'indicators' (such as particular conditions) and contact you or take action for healthcare purposes. For example, this might be to prevent you from having to visit accident and emergency by supporting you in your own home or in the community.

The automated review may be completed at the practice or in conjunction with Clinical Commissioning Group's (ICS) Risk Stratification processes. The information we pass to the ICS is via our computer systems and cannot identify you to them. This information only refers to you by way of a code that only your practice can identify (it is pseudo-anonymised). This protects you from being identified by anyone not involved in your care that may have access to this information.

Please follow this link to see how the ICS use information to provide services and improve care:

<https://www.enhertsICS.nhs.uk/how-we-use-information-about-you-fair-processing-notice>

We may provide your information to the following people or organisations, where there is a legitimate reason to do so i.e.: they require your information to assist them in the effective provision of your direct healthcare needs:

- B. People and Organisations involved in your care:** Health and Social Care Professionals, including support personnel who have, or will have a direct care relationship with you to meet your healthcare needs:
- C. Diagnostic Organisations:** Diagnostic testing organisations are provided with relevant information to allow contact with you and to book a test/procedure to assist in your direct healthcare needs.
- D. Pharmacies:** Pharmacists are provided with relevant information to allow contact with you and to provide relevant prescriptions and supporting advice, assisting in your direct healthcare needs.
- E. Referrals such as Hospital Appointments/Specialists/Dentists/Continuing Health Care Services, Community Services (including Mental Health), and ICS approvals for certain NHS health services:** As the country moves to an integrated care system based on geographical areas (East & North Herts, Herts Valleys and West Essex) Information may be available to other care providers in order to provide safe, effective and cost efficient care. Robust training, policies, procedures, controls, audits and technical measures will be in place to safeguard against inappropriate access and disclosure. When referrals are made for patients to an NHS or private healthcare provider, a summary of the patient's health history is typically included to assist the receiving healthcare professional to make a holistic assessment and/decision. This is important, because removal of areas of the history that could be considered relevant may affect the outcome of

referrals and treatment. If there are areas of your healthcare history that you do not want shared, please raise this with your GP or healthcare professional.

- F. National Screening Programmes:** The NHS provides national screening programmes so that certain diseases can be detected at an early stage. These screening programmes currently include bowel cancer, breast cancer, cervical cancer, aortic aneurysms and a diabetic eye screening service. The law allows us to share your contact information with Public Health England so that you can be invited to the relevant screening programme.

More information can be found at: <https://www.gov.uk/topic/population-screening-programmes>

For national screening programmes, you can opt out so that you no longer receive an invitation to a screening programme. See: <https://www.gov.uk/government/publications/opting-out-of-the-nhs-population-screening-programmes> or speak to your practice.

G. Record Sharing Programmes

i. My Care Record

1. **This is a local record sharing initiative** that promotes the safe, transparent sharing of your healthcare records for the purpose of your direct care needs. The My Care Record currently allows the sharing of patient records with local partner organisations. To ensure that those partner organisations comply with the law and to protect the use of your information, we have very robust data sharing agreements and other clear arrangements in place to ensure your data is always protected and used for those intended purposes only.

For more information of the My Care Record initiative and a list of the organisations who have signed data sharing agreements to promote this integrated care model, please follow the link: <https://www.enhertsICS.nhs.uk/mcr>

2. **Extended Access** this service is part of the My Care Record initiative of electronic health record sharing, and provides you with access to GP appointments outside of our regular practice hours. In order to provide you with this service, we have formal arrangements in place with the Integrated Care Systems(ICS), the local GP Federation, and other practices. The local GP Federation (a group of local GP practices) offers this service on our behalf. This means the Federation will need access to your healthcare record to be able to offer you the service. To ensure that each organisation involved in the Extended Access service comply with the law and to protect the use of your information, we have very robust data sharing agreements and other clear arrangements in place to ensure your data is always protected and used for those purposes only.

The Extended Access service is managed by 12 Point Care and the practices included are as follows:

Ashwell Surgery, Baldock Surgery, Birchwood Surgery, Bancroft Medical Centre, Knebworth and Marymead Medical Practice, Regal Chambers Surgery, The Garden City Surgery, Nevells Road Surgery, Portmill Surgery, Sollershott Surgery and Whitwell Surgery

ii. Your Summary Care Record and Summary Care Record with Additional Information

Summary Care Record (SCR)

Your summary care record is an electronic record held on a national healthcare records database provided and facilitated by NHS Digital. This allows other healthcare professionals who we do not have data sharing agreements with, but who you have a direct care relationship with, to access your electronic record when they are providing you with direct care services. This is particularly helpful if you are visiting another part of the country and require healthcare services.

At a minimum, the SCR holds important information about;

- current medication
- allergies and details of any previous bad reactions to medicines
- the name, address, date of birth and NHS number of the patient

This record may be accessed with your permission by relevant healthcare professionals involved in your direct healthcare. If you do not wish to have your SCR available to be shared, please contact the practice so we can update your records.

<https://digital.nhs.uk/summary-care-records>

iii. Summary Care Record with Additional information

The inclusion of additional information on a SCR is particularly useful for people with complex or long term conditions. Due to the sensitivity of more detailed information being accessible on your SCR, you will be asked for your permission to allow additional information to be added to, and accessible on, your SCR.

iv. General Practice Data for Planning

The data held in the GP medical records of patients is used every day to support health and care planning and research in England, helping to find better treatments and improve patient outcomes for everyone. NHS Digital has developed a new way to collect this data, called the General Practice Data for Planning and Research data collection.

The new data collection reduces burden on GP practices, allowing doctors and other staff to focus on patient care. What the data will be used for;

Patient data collected from general practice is needed to support a wide variety of research and analysis to help run and improve health and care services. Whilst the data collected in other care settings such as hospitals is valuable in understanding and improving specific services, it is the patient data in general practice that helps us to understand whether the health and care system as a whole is working for patients. In addition to replacing what GPES already does, the General Practice Data for Planning and Research service will also help to support the planning and commissioning of health and care services, the development of health and care policy, public health monitoring and interventions (including coronavirus (COVID-19) and enable many different areas of research, for example

- i. **Research the long-term impact of coronavirus on the population**
- ii. **Analyse healthcare inequalities**
- iii. **Research and develop cures for serious illnesses**

What data is shared

This data will be shared from 1 September 2021. Data may be shared from the GP medical records about:

- any living patient registered at a GP practice in England when the collection started - this includes children and adults
- any patient who died after 1 September 2021, and was previously registered at a GP practice in England when the data collection started

NHS Digital will not collect patients' names or addresses. Any other data that could directly identify patients (such as NHS Number, date of birth, full postcode) is replaced with unique codes which are produced by de-identification software before the data is shared with NHS Digital.

This process is called pseudonymisation and means that patients will not be identified directly in the data. NHS Digital will be able to use the software to convert the unique codes back to data that could directly identify patients in certain circumstances, and where there is a valid legal reason.

Only structured and coded data from patient medical records will be collected .

H. Integrated Care Systems(ICS)

The ICS manages the majority of contracts for primary care, in order for us to deliver healthcare services to you. At times, they may assist us in the administration of our direct care services through coordination or follow up with organisations about matters relating to your direct healthcare needs. This may include such functions as coordinating community pharmacy services, arranging continuing health care services, contacting a hospital about important discharge information, a diagnostic organisation about a test result, or other health or social care services involved in your care.

We have contracts in place with the ICS. This means that they cannot do anything with your personal information unless we have instructed them to. They will only share information about you that is relevant and necessary to fulfil the requirement of a particular service to you. Information about you is only shared with organisations that have a relationship with you or will have a relationship through a referral. They will hold your information securely and retain it for only as long as necessary. If you require further information please contact the practice or the DPO.

I. Third Party Technical Support Processors

We use data processors who are third parties, who provide technical administration services for us to deliver health care services to you. We have contracts in place with our data processors. This means that they cannot do anything with your personal information unless we have instructed them to do it. They will not share your personal information with any organisation apart from us. They will hold it securely and retain it for the period we instruct. If you require further information, please contact the practice or the DPO.

J. iGPR Superior Management Services

We use a processor, iGPR Technologies Limited ("iGPR"), to assist us with responding to report requests relating to your patient data, such as subject access requests that you submit to us (or that someone acting on your behalf submits to us) and report requests that insurers submit to us under the Access to Medical Records Act 1988 in relation to a life insurance policy that you hold or that you are applying for.

iGPR manages the reporting process for us by reviewing and responding to requests in accordance with our instructions and all applicable laws, including UK data protection laws. The instructions we issue to iGPR include general instructions on responding to requests and specific instructions on issues that will require further consultation with the GP responsible for your care.

5 Non Direct Care Services Where Your Information May Be Used:

Whenever you use a health or care service, such as attending GP appointments, Accident & Emergency, admission to hospital, or using Community Care Services, important information about you is collected to help ensure you get the best possible care and treatment. In addition, this information may also be used by other approved organisations for non-direct care purposes, where there is a lawful basis to help with: planning services, improving care, research into developing new treatments, and preventing illness. All of this helps in providing better care to you and your family and future generations. Anonymised information (where you cannot be identified) will be used for non-direct care purposes whenever possible. However, as explained in this Privacy Notice, confidential information about your health and care is only used in this way where the law allows and would never be used for any other purpose without your permission.

You have the right to object/opt out to your record being shared with anyone who is not involved in the provision of your direct healthcare. However, if there is an overriding legal obligation to share information, we must do so (See Section 4D i.e.: court order, safeguarding etc.). If you wish to enquire further, please contact the practice.

If you do choose to opt out, you can still agree to your data being used for specific purposes that you have agreed to. You can change your mind at any time by contacting the practice. This practice is compliant with the National Data Opt-Out from 31 July 2022 and will use your NHS number to apply your choice in line with the National Data Opt-Out Policy. Please see Section 7E for further information on the right to object.

Non-Direct Care services include organisations such as:

A. Integrated Care Systems, Integrated Care Systems(ICS) is the organisation responsible for commissioning (planning, designing and paying for) your NHS services. The ICS is made up of local GPs, health professionals and commissioners, working together with other clinicians and patients to decide how the local NHS budget should be spent. Information provided to the ICS is pseudo-anonymised, meaning the ICS cannot identify the individual. For more information on how the ICS uses your information:

<https://www.enhertsICS.nhs.uk/how-we-use-information-about-you-fair-processing-notice>

B. NHS Digital Your health records contain confidential patient information, which can be used to help with research and planning. NHS Digital takes the protection of your confidential patient information very seriously and puts measures in place to ensure it is looked after in accordance with good practice and the law. Whenever possible, information is anonymised. For further information on your choices, including opting out, please see:

<https://www.nhs.uk/your-nhs-data-matters/manage-your-choice/>

Or

<https://digital.nhs.uk/about-nhs-digital/our-work/keeping-patient-data-safe/how-we-look-after-your-health-and-care-information/your-information-choices/opting-out-of-sharing-your-confidential-patient-information>

C. Care Quality Commission Access to Health Records

CQC has powers under the Health and Social Care Act 2008 to access and use your health information where it is necessary to carry out their functions as a regulator.

This means that inspectors may ask to look at certain records to decide whether we are providing safe, good quality care.

<https://www.cqc.org.uk/about-us/our-policies/privacy-statement#public>

D. Research Organisations

- a. Health and social care research may be conducted by organisations commissioned by the NHS, other health and social care organisations, universities, or commercial research partners for such purposes as developing new treatments and improving healthcare outcomes. If through Case Findings (see section 5A), and where you have not previously objected, we would contact you to determine if you would like to participate with a research project. We would always ensure that data protection laws were followed to protect your data, and information about you would never be shared with these organisations without your expressed permission.

- b. In Health intelligence ltd- In relation to Targeted Lung Health Check (TLHC) pilot**

The aim of the programme is to identify lung cancers at an earlier stage, which evidence shows deliver much better outcomes. The TLHC pilot follows successful trials in Manchester, Liverpool, and Nottingham. During the Manchester trial, 65% of lung cancers were diagnosed at stage 1 and 13% at stage 4, compared to 18% at stage 1 and 48% at stage 4 before the trial. This agreement follows a procurement process which resulted in the appointment of InHealth with the support of their subsidiary InHealth Intelligence (“IHI”) - to deliver the East of England THLC programme commencing on the 30th of January 2024. Whilst the ICS directs the delivery of the commissioned service, the GP Practice as the data controller for their patient data agrees to share relevant data with IHI to support the TLHC program. As part of the program, IHI has been engaged to export, host, and process relevant patient data from GP Practices across Hertfordshire & West Essex to identify the target cohort of patients for this pilot and to invite them to participate.

- E. For the purposes of complying with the law as explained in section 4C.
- F. Anyone you have given your consent to view or receive your record, or part of your record. Please note, if you give another person or organisation consent to access your record, we may need to contact you to verify/clarify your consent before we release the record. It is important to us that you are clear and understand how much information and what aspects of your record will be released.
- G. *Third party organisations providing mailing and other software support to the practice such as Docmail, Mjog etc.*

6 Individual Rights

The Law gives you certain rights about your personal and healthcare information that we hold.

We have one calendar month to reply to you and give you the information that you require or explain why we are unable to fulfil your request. We would ask, therefore, that any requests you make is in writing or verbal requests followed up in writing, so it is as clear as possible what you are requesting. This will prevent unnecessary delays in getting a response to you.

A. Subject Access Requests (SAR)

You have the right to see what information we hold about you and to request a copy of this information. Under special circumstances, which have an overriding legal basis, some information may be withheld.

Sometimes information about third parties mentioned by you or others may be recorded on your records. We are under an obligation to make sure we also protect that third party's rights as an individual and to ensure that references to them which may breach their rights to confidentiality, are removed before we send any information to any other party including you. Third parties can include, but not limited to: spouses, partners, and other family members.

A subject access request can be made in writing or verbally, but we will need to verify who you are. Please use the following contact at the GP Practice to make your request: Secretaries 01462 624000.

We will provide this information free of charge however, we may in some **limited and exceptional** circumstances have to apply a reasonable administrative charge for any extra copies or repetitive requests. If applicable, we will discuss this with you at the time of your request.

If you have consented to a third party to request a SAR on your behalf, we require the third party to supply us with your consent. Due to the confidentiality and sensitivity of health records, if we are unsure about the consent provided or think you may not be aware of the extent of what would be disclosed in the request, we may contact to review and confirm the request with you before the SAR is processed.

If online access is a service available at the practice, there are robust protocols necessary for security of this information. When we give you online access or provide you with a SAR via another means, the responsibility is yours to make sure that you keep your information safe and secure if you do not wish any third party to gain access to it. We use a processor, iGPR Technologies Limited (“iGPR”), to assist us with responding to SARs relating to your patient data, that you submit to us (or that someone acting on your behalf submits to us) and report requests that insurers submit to us under the Access to Medical Records Act 1988 in relation to a life insurance policy that you hold or that you are applying for. iGPR manages the reporting process for us by reviewing and responding to requests in accordance with our instructions and all applicable laws, including UK data protection laws. The instructions we issue to iGPR include general instructions on responding to requests and specific instructions on issues that will require further consultation with the GP responsible for your care.

Access Requests for Deceased Patient Records:

The practice can release the information only to:

1. A personal representative (the executor or administrator of the deceased person's estate)
2. Someone who has a claim resulting from the death (this could be a relative or another person)

Requesting parties will need to provide with proof that they are either and will also need to send proof of ID. If the person only has a claim resulting and is not the executor, then we may only release information relevant to their claim. The requesting party also need to complete a requesting form that is available from our website.

There are potential exemptions:

If the deceased person had indicated that they did not wish information to be disclosed, or the record contains information that the deceased person expected to remain confidential, then it should remain so unless there is an overriding public interest in disclosing.

In addition, the record holder has the right to deny or restrict access to the record if it is felt that:

- disclosure would cause serious harm to the physical or mental health of any other person;
- or would identify a third person, who has not consented to the release of that information.

I hope this helps but do let us know if we can be of further assistance.

This is not managed under the data protection legislation. The Access to Health Records Act 1990 includes this access. Requests to access should be made to the Primary Care Services England.

<https://pcse.england.nhs.uk/services/gp-records/accessing-medical-records/>

B. Right to Restriction of Processing

You have the right to request we restrict processing your information while the accuracy, lawful basis, or the legitimate use of the information is being reviewed.

C. Right to Rectification/Correction

We want to make sure that your personal information is accurate and up to date. You may ask us to correct any information you think is inaccurate. It is very important that you make sure you tell us if your contact details or any of your dependant’s contact details, including your mobile phone number has changed.

You have the right to have any mistakes or errors corrected. However, we are not aware of any circumstances in which you will have the right to delete information from your health record that is deemed accurate at the time of entry. Please contact us if you hold a different view.

D. Right to be Forgotten

The right is typically not available because the primary conditions we rely upon for processing your information for services are: for the performance of a task carried out in the public interest, or for reasons of public health in accordance with Art. 9(2) (h) or (i).

If there are instances of a specific processing activity where you believe the lawful basis allows the right to be forgotten, please contact the practice to review your request.

E. Right to Objection

You have the right to object to your information being shared outside of the practice; however you are not able to object to your name, address and other demographic information being sent to NHS Digital. This is necessary if you wish to be registered to receive NHS care.

If you do not want your personal information to be shared and used for purposes other than your direct care and treatment, then you should contact the practice and ask for further information about how to register your objections. This should not affect the care and treatment you receive.

You can object to processing of your information at the practice; however this would prevent us from providing you with any further healthcare services.

Please note that there may be times where there are legitimate legal grounds that override the objection of an individual i.e.: a legal obligation that the data controller must comply with or for the establishment, exercise or defence of legal claims.

F. Right to Portability

The right to request portability is only available where the processing is based on Data Protection legislation lawful basis of consent or contract and the processing is automated. These are typically not the lawful bases relied on in primary care services and are not the lawful bases used by this practice. If there are instances of a specific processing activity where you believe the lawful basis allows the right to portability, please contact the practice to review your request.

7 How Long Do We Keep Your Information

In line with the most current NHS Digital Records Management Code of Practice for Health and Social Care, we will retain/store your health record for as long as necessary to provide the services set out in this Privacy Notice.

If you move away and register with another practice, we will send your records to the new practice in accordance with NHS guidelines.

For further information, please contact the practice.

8 Our Website

The only website this Privacy Notice applies to is the GP practice's website. If you use a link to any other website from the Practices' website, then you will need to read their respective privacy notice. We take no responsibility (legal or otherwise) for the content of other websites.

9 Cookies

The Practice's website uses cookies. For more information on which cookies we use and how we use them, please see our Cookies Policy.

10 Wi-Fi

Is available on site for the use of our visitors via a third party provider as part of an NHS initiative. The practice has no access to the data held or control over Wi-Fi usage.

You will be provided with the access name and password if you wish to access the Wi-Fi, where terms and conditions of use will be available.

12. Data Security

We take the security of your information very seriously and we do everything we can to ensure that your information is always protected and secure.

We regularly update our processes and systems and we also ensure that our staff members complete regular training on data protection. We also carry out assessments and audits of the information that we hold about you, and we make sure that if we are considering providing new services, we carry out security assessments to ensure measures are put in place to protect your data.

13. Organisational Security

A. CCTV

CCTV is in place in our practice

It has been installed solely for the safety and security of our patients and staff; to prevent and deter crime.

Images are recorded 24 hours a day and stored on the hard drives of the recording devices that are situated in secure areas and only those authorised at the practice and those delivering technical support services will have access to the system.

The CCTV only records images and does not record audio.

All CCTV recordings are stored on our recording devices for 365 days before being deleted.

There are signs in the practice telling you that CCTV is in place.

We will only ever share information with the relevant internal personnel/authorities in connection with the safety and security of patients and staff and will not share with any other third parties.

Visitors to the practice have the right to request to see images of themselves on CCTV as part of a request made under the privacy legislation. Please refer to our Subject Access Request section '8 A' of this Privacy Notice for more information.

B. Telephone Recordings

We record both incoming telephone calls at the practice for monitoring/ quality purposes.

All telephone recordings are stored on our recording devices.

There are messages on the phone system indicating the use of voice recording.

We will only ever share information with the relevant personnel/ authorities in connection with the safety and security of patients and staff and will not share with any other third parties.

Individuals contacting the practice have the right to request access to audio of themselves as part of a request made under the privacy legislation. Please refer to our Subject Access Request section '8A' of this Privacy Notice for more information.

C. Lawful Basis

The purpose for processing the information is for quality, security and safety reasons. The lawful basis we rely on to process your personal data is article 6(1)(f) of the GDPR, which allows us to process personal data when it's necessary for the purposes of our legitimate interests.

14. Where to find our Privacy Notice

You may find a copy of this Privacy Notice in our reception, on our website, or a copy may be provided on request.

15. Changes to our Privacy Notice

We regularly review and update our Privacy Notice. This Privacy Notice was last updated **on 07.02.2023**.

Please note: If English is not your first language, you may be able to request a translation of this Privacy Notice from the practice.