

STRAWBERRY PLACE SURGERY

GENERAL DATA PROTECTION REGULATION PRIVACY NOTICE

When you come into the surgery, your information may be recorded, on paper or on a computer, to help us take care of you. We obtain the information we hold on you from you directly, or from others involved in your care elsewhere within the Health Board or externally. The information is used as part of your health record and will be kept in case we need to see you again. We collect information so that health professionals involved in your care have accurate and up-to-date information to assess your health and decide what care you need. This will lead to better care both for you and for other patients in the future. If you ever need to complain about the care you receive, your case can be properly investigated if we have more information.

How your records are used

- ✓ **To help you:** Your information will be used to keep accurate, up-to-date information about you. This helps staff to assess your health and care for you in the best way possible.
- ✓ **To help others:** Your information will help us provide high quality care and meet all our patients' needs, train healthcare professionals and support future medical research and development. Your information may also contribute towards national NHS statistics and audit, helping the health service to better review and improve care or be needed for legal requirement.

Sharing your information

We may share your information, subject to agreement on how it will be used with the following organisations: NHS Trusts / Foundation Trusts / Health Boards, other GPs such as those GP practices as part of a Cluster, Cluster projects, Out of Hours providers, Diagnostic or treatment centres, Independent Contractors such as Dentists, Opticians, Pharmacists, Private Sector providers, Ambulance Trusts, Social Care Services, NHS Wales informatics Services, NHS Wales Shared services, Health and care research wales, Public health Wales, Healthcare Quality and Improvement Partnership, Local Authorities, Education Services, Fire and Rescue Services, Police & Judicial Services & Voluntary Sector Providers. We may also use external third-party companies (data processors) to process your personal information. These companies will be bound by contractual agreements to ensure information is kept confidential and secure. 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.

Opt-outs

You have the right to object to your information being shared. Should you wish to opt out of data collection, please contact a member of staff who will be able to explain how you can opt out and prevent the sharing of your information. If you no longer wish to receive a text reminder for your booked appointments, flu reminders and test reminders, please contact the surgery to opt out.

Your rights

The General Data Protection Regulation (GDPR) includes a number of rights. We must generally respond to requests in relation to your rights within one month, although there are some exceptions to this. The availability of some of these rights depends on the legal basis that applies in relation to the processing of your personal data, and there are some other circumstances in which we may not uphold a request to exercise a right. Your rights and how they apply are described below.

Right to be informed

Your right to be informed is met by the provision of this privacy notice, and similar information when we communicate with you directly – at point of contact.

Right of Access

You have the right to obtain a copy of personal data that we hold about you and other information specified in the GDPR, although there are exceptions to what we are obliged to disclose. A situation in which we may not provide all the information is where in the opinion of an appropriate health professional disclosure would be likely to cause serious harm to your, or somebody else's physical or mental health.

Right to Rectification

You have the right to ask us to rectify any inaccurate data that we hold about you.

Right to Erasure (“right to be forgotten”)

You have the right to request that we erase personal data about you that we hold. This is not an absolute right, and depending on the legal basis that applies, we may have over-riding legitimate grounds to continue to process the data.

Right to Restriction of Processing

You have the right to request that we restrict processing of personal data about you that we hold. You can ask us to do this for example where you contest the accuracy of the data.

Right to Data Portability

This right is only available where the legal basis for processing under the GDPR is consent, or for the purposes of a contract between you and the Practice. For this to apply the data must be held in electronic form. The right is to be provided with the data in a commonly used electronic format.

Right to Object

You have the right to object to processing of personal data about you on grounds relating to your particular situation. The right is not absolute, and we may continue to use the data if we can demonstrate compelling legitimate ground, unless you object relates to marketing.

Rights in relation to automated individual decision-making including profiling

You have the right to object to being subject to a decision based solely on automated processing, including profiling. Should we perform any automated decision-making, we will record this in our privacy notice, and ensure that you have an opportunity to request that the decision involves personal consideration.

Your records

We receive information about your health from other organisations who are involved in providing you with health and social care. This means your GP medical record is kept up-to date when you receive care from other parts of the health service.

You have a right to access the information we hold about you and if you would like to access this information, you will need to complete a Subject to Access Request (SAR). Please contact the surgery to arrange.

Details of our Data Protection Officer

The Practice is required to appoint a data protection officer (DPO). This is an essential role in facilitating practice accountability and compliance with UK Data Protection Law.

Our Data Protection Officer Is:

NHS Wales Informatics Service (NWIS)
Information Governance, Data Protection Officer Support Service
4th Floor, Ty Glan-yr-Afon
21 Cowbridge Road East
Cardiff
CF11 9AD

If you have any concerns please contact the Practice Manager or the You have the right to contact the Information Commissioner’s Office by following this link <https://ico.org.uk/global/contact-us/> or call the helpline **0303 123 1113**