

STRAWBERRY PLACE SURGERY

GENERAL DATA PROTECTION REGULATION

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.

Sharing your information

We share your information between departments within the health service to take better care of you if required. Sometimes we have to pass on information by law, for example to notify a birth or where a formal court order has been issued. We may share your information to improve public service provision. We may need to share information about you to non-NHS staff, for example Social Services. We will only do this if it is absolutely necessary, and we would discuss this with you at the time as required.

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

You have many rights when it comes to your health records as it is your personal information. For example you have the right to know how we will use your personal information, the right to see your health record, the right to object to us using your information for certain purposes, and the right to ask for your information to be changed or erased if it is factually incorrect. If you want to access your own clinical information, please contact the surgery.

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.

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**