

Parkside Data Privacy Notice for Patients Aged 13 and Over

A 'data privacy notice' is a statement created by us, which explains how personal and confidential information about patients is collected, processed, used and shared. This may also be called a privacy statement, fair processing statement/notice or privacy policy. This data privacy notice is issued by Parkside Medical Practice (referred to as 'the Practice' and 'we'/'us'/'our' from this point onwards).

Why we need your information and how it will be used by health staff for your healthcare

The health professionals who work with you to provide your care will keep records about the treatment and support you receive. Having this information available will help these professionals to work together and share vital information about your health and wellbeing needs.

Health and social care professionals will be able to use the information to assess your needs and work in partnership with you to decide the most suitable treatment or support. We also use your information to inform you of services, for example reminding you of an appointment. We do **not** use your information for marketing purposes.

Who will be controlling your information?

The Practice (we) will be controlling your data and healthcare information.

All of our partners are required to maintain the same standard as the Practice when processing your information.

Each of our partners has a legal duty to protect your personal information and act as data controller. We take your confidentiality very seriously. We are committed to make sure all personal and identifiable information is managed in accordance with the relevant legislation to ensure your information is safe, secure and confidential.

The data we are sharing

It is important that the Practice has up to date and accurate information about you to make sure you receive the best quality care possible.

Your care record with the Practice contains key information such as:

- Personal details – for example your name, address, date of birth and next of kin (such as your parents or guardian(s))
- Names of the health and care professionals looking after you
- Any medications you are taking
- Any allergies you have
- Any health concerns about you
- Your previous referrals to various services
- Dates and reasons for any occasions where you have been admitted to hospital
- Appointments and emergency department attendances
- Assessments
- Care plans and care packages
- Emergency contact details
- Personal data from other sources associated with your care

Please be aware that our records may contain information about your parent(s) or guardian(s), if they are named as your next of kin.

What is the lawful basis for sharing your information?

In order for the Practice to process your information, we need what we call a 'lawful basis' to do so. There are a number of lawful bases that the Practice uses to process your data, depending on the information we need to collect.

In the majority of cases, the lawful basis will be for your care. Other bases may be a legal requirement, public task, or a mandatory obligation on the practice for the protection of individuals. We may also use consent.

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How the NHS and care services use your information

Personal information contained in your health records will only be used with a lawful basis. Only authorised individuals are allowed to access personal information.

The information within your health record is used to provide you with the most suitable care and support that you need. The information in your health record helps professionals make better decisions about your care in conjunction with you and ensure it is safe and effective.

Whenever you use a health or care service, such as attending Accident & Emergency or using Community Care services, important information about you is collected in a patient record for that service. Collecting this information helps to ensure you get the best possible care and treatment.

The information collected about you when you use these services can also be used and provided to other organisations for purposes beyond your individual care, for instance to help with:

- improving the quality and standards of care provided
- research into the development of new treatments
- preventing illness and diseases
- monitoring safety
- planning services

This may only take place when there is a clear legal basis to use this information. All these uses help to provide better health and care for you, your family and future generations. Confidential patient information about your health and care is **only used** like this where allowed by law.

Most of the time, anonymised data is used for research and planning so that you cannot be identified in which case your confidential patient information isn't needed.

You have a choice about whether you want your confidential patient information to be used in this way. If you are happy with this use of information you do not need to do anything. If you do choose to opt out your confidential patient information will still be used to support your individual care.

To find out more or to register your choice to opt out, please visit www.nhs.uk/your-nhs-data-matters. On this web page you will:

- See what is meant by confidential patient information
- Find examples of when confidential patient information is used for individual care and examples of when it is used for purposes beyond individual care
- Find out more about the benefits of sharing data
- Understand more about who uses the data
- Find out how your data is protected
- Be able to access the system to view, set or change your opt-out setting
- Find the contact telephone number if you want to know any more or to set/change your opt-out by phone
- See the situations where the opt-out will not apply

You can also find out more about how patient information is used at:

<https://www.hra.nhs.uk/information-about-patients/> (which covers health and care research); and <https://understandingpatientdata.org.uk/what-you-need-know> (which covers how and why patient information is used, the safeguards and how decisions are made)

You can change your mind about your choice at any time.

Data being used or shared for purposes beyond individual care does not include your data being shared with insurance companies or used for marketing purposes and data would only be used in this way with your specific agreement.

How long do we keep your information?

Records are retained according to NHS guidance and any statutory or legal requirements for prescribed time spans.

Who will see and share your information?

The Practice releases your information to other authorised parties that it has a legal duty to share it with, those who you may have given consent to, those who need to know to continue your care and those who have a lawful basis.

Your information will only be shared with authorised parties who are providing you with direct care, or third parties authorised by the Practice (who do not have a lawful basis), only if you have first given your consent.

- Where disclosure is necessary to safeguard you, or others, or is in the public interest
- Where there is a legal duty to do so, for example a court order or prevention of crime.

Your data might be shared in exceptional circumstances with countries other than the UK, where it is required for continuation of care.

Your rights as a 'Data Subject'

Under the General Data Protection Regulation, you have certain rights:

These rights are:

1. Right to be informed – the Trust will inform you about the information we hold
2. Access to the information the Trust holds about you

3. Access to have the information corrected if it is incorrect (rectification)
4. Right to be forgotten (erasure) – to have all your information removed
5. Right to restrict processing
6. Data portability
7. Right to object to processing or remove consent
8. Rights in relation to automated processing

Some of these rights are dependent on the circumstances around which the information is held.

If at any point you believe the information we hold or process is incorrect, please contact the Data Protection Officer by emailing the details below.

If you wish to raise a concern or a complaint you can do so by contacting the care professional providing your care or treatment, or the organisation's Data Protection Officer which is Pauline Woodrow Practice Manager.

If you are not satisfied with the response you receive or believe we are processing your personal data not in accordance with the law, you can make a complaint with the Information Commissioner's Office (ICO): <https://ico.org.uk/>

If you have a question regarding you or your data, please contact:

Pauline Woodrow in person or telephone 01274 521111 b83621.hortonparkcentre@nhs.net

Or alternatively Contact – Data Protection Officer at: Daljeet.Sharry-Khan@nhs.net

Telephone 07395796639