

## PRIVACY NOTICE EXPLANATION

### **What is a privacy notice?**

A privacy notice helps your practice tell you how it uses information it has about you, like your name, address, date of birth and all of the notes the doctor or nurse makes about you in your healthcare record.

To view our full privacy notice please click the link below

### **Why do we need one?**

Your practice needs a privacy notice to make sure it meets the legal requirements which are written in a new document called the General Data Protection Regulation (or GDPR for short).

### **What is the GDPR?**

The GDPR is a new document that helps your practice keep information about you secure. It's new and will be introduced on the 25th May 2018, making sure that all staff at the practice follow the rules and keep your information safe.

### **How do you know about our privacy notice?**

At your surgery, we have posters in our waiting room and leaflets to give to patients and we also have lots of information on our website, telling you how we use the information we have about you.

### **What information do we collect about you?**

Don't worry; we only collect the information we need to help us keep you healthy – such as your name, address, information about your parents or guardians, records of appointments, visits, telephone calls, your health record, treatment and medicines, test results, X-rays and any other information to enable us to care for you.

### **How do we use your information?**

Your information is taken to help us provide your care. There might be occasions when we need to share this information with other medical teams, such as hospitals.

### **How do we keep your information private?**

We know that it is very important to protect the information we have about you. We make sure we follow the rules that are written in the GDPR and other important legislations.

### **How do I access my records?**

If you want to see what is written about you, you have a right to access the information we hold about you. You can do this by applying for online access to your coded medical record; this will enable to log in to your account and view the information for yourself.

Alternatively you can speak with the receptionists for other ways to access your information

### **Opting out**

#### **Type 1 opt-out: medical records held at your doctor's surgery**

You can stop information that could identify you from your GP medical records being used for any purpose other than your individual care by requesting that it isn't shared outside your GP practice. This is called a type 1 opt-out.

#### **Type 2 opt-out: information held by NHS Digital**

NHS digital collect information from across the health service and are the safe haven for health and care data. This means they are the legal guardians of everyone's health and care information. You can request that the information NHS digital collect and store from across the

health service is not shared with other organisations for any other reason than your individual health and care. This is called a type 2 opt-out, and applies to nearly all uses of confidential patient information, with a few exceptions

**To find out more about how to opt out please ask a member of the surgery team**

**What do I do if I have a question?**

If you have any questions please ask a member of the surgery team

Alternatively you can write to the Data Controller Lea Vale Medical Group or ask to speak to the Practice Manager Heidi Newton

**What to do if you're not happy about how we manage your information**

We really want to make sure you're happy, but we understand that sometimes things can go wrong. If you or your parents or adults with parental responsibility are unhappy with any part of our data-processing methods, you can complain.

**For more information, visit [ico.org.uk](https://ico.org.uk) and select 'Raising a concern'.**