



PRIVACY NOTICE



Who we are?

We help people with their health care needs

We, at Concord Medical Centre 'The Surgery' our address is Braydon Avenue, Little Stoke, Bristol BS34 6BQ are a **Data Controller of your information.**

- This means we are responsible for **collecting, storing and handling your personal and healthcare information** when you register with us as a patient.
- There may be times where we also **process your information.**
- That means we use your information for a particular purpose, we may also be called a **Data Processor.**



We are registered with the Information Commissioner's Office (ICO) to use information about the people we work with under the Data Protection Act 2019 and our registration number is Z5092442

What information do you collect about me?



Your name



Your address, where you live



Your phone number so we can contact you

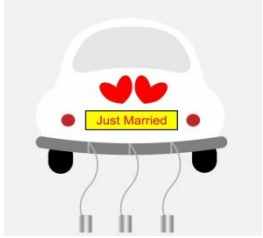


Who your family are, who looks after you



Your date of birth

What else might you now about me?



Your marital status

It's all about
ME

What you like to be called



Your job, if you have one



Where you were born



Your email address if you have one



Your religion

How do you keep my information?



Your records are stored on computer on an electronic patient record system and are kept safe.



Or they might be stored on paper file, these are also kept safe



All staff at the practice have to keep your information safe

Some information we keep about you may be **sensitive**



Your patient health records are **sensitive**



Any safeguards that you have in place to protect you

It is important for us to keep information about you so that we can help you in the best possible way.

We might also use your information



To give to other people who are treating you



We might ask for your opinion on how to make things better for you at your medical practice.



To share with people organising your care, these are called commissioners.

For medical research purposes , we would ask you for your permission

Sometimes, we might need to share your information because it's the law



If the **police** require information as part of a criminal investigation



Information might be required by law due to fraud



If there is a **court order**



If the Care Quality Commission **CQC** require it during an inspection

By law this means that we must....



Keep your records secure

- The law tells us how to keep your information
- We have to follow the Data Protection Act 2018, the GDPR 2016 and the Common Law Duty of Confidentiality



Only let staff look at your records that are authorised to do and is part of caring for you.



Keep your records confidential and secure at all times

We will make sure your information is safe, using computer passwords for electronic information, and locks for paper information.

Who do we share information with and why?

We need to tell you how personal information will be used

We need to have a **legal reason for using your information** without asking you first

We might need to give information about you to other organisations

We might need to share your medical and personal information with other NHS Organisations to help them give you the right healthcare you need.

This would be **NHS England, Public Health England and other NHS Trusts, General Practitioners (GPs), Ambulance Services, Primary Care Agencies**. This may also include those organisations that help the NHS to look after your health.

We might also need to share your information with organisations like Social Services or private care homes to help them give you the best support.

Sometimes special permissions will be given to use information that uses your name without your consent.

This may be for medical research or checking quality of care. This permission is given by the Secretary of State for Health on advice from the National Information Governance Board for Health and Social Care under strict conditions.





The information collected about you when you use our 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

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 when 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

What are my rights?

Under UK law The Data Protection Act and GDPR you can.....



You can ask us to give you a copy of your records, this is called a Rights of Access request

You can tell us not to share your information if you really don't want us to

Unless we have to if it's required by law

If some information is wrong you can ask us to change it for you

You can ask us to give copies to other organisations if they need it too



Who do I talk to if I'm not happy

You can speak to our **Data Protection Officer:**

Kelly-Anne Gast

*Avon Local Medical Committee,
14a High Street, Staple Hill,
Bristol, BS16 5HP*

Tel: 0117 4038452

Website: www.avonlmc.co.uk



Or

The Information Commissioners Office

call our helpline on 0303 123 1113

<https://ico.org.uk/make-a-complaint/>

