



BALLASALLA GROUP PRACTICE Privacy Notice

Ballasalla Group Practice has a legal duty to explain how we use any personal information we collect about you, as a registered patient, at the practice. Staff at this practice maintain records about your health and the treatment you receive in electronic and paper format.

What information do we collect about you?

We will collect information such as personal details, including name, address, next of kin, records of appointments, visits, telephone calls, your health records, treatment and medications, test results, X-rays, etc. and any other relevant information to enable us to deliver effective medical care.

How we will use your information

Your data is collected for the purpose of providing direct patient care; however, we can disclose this information if it is required by law, if you give consent or if it is justified in the public interest.

In order to comply with its legal obligations, this practice may send data to Department of Health & Social Care when directed by the Health Minister under the Health and Social Care Act 2012. Additionally, this practice contributes to national clinical audits and will send the data that is required by Department of Health and Social Care or Manx Care when the law allows. This may include demographic data, such as date of birth, and information about your health which is recorded in coded form; for example, the clinical code for diabetes or high blood pressure.

Others may also need to use records about you to:

- Check the quality of care you are receiving
- Protect the health of the general public
- Keep track of DHSC and Manx Care spending
- Help investigate any concerns or complaints you ask us to
- Teach students or staff
- Support health and social care research

Sometimes we share your information with third parties to support your care such as:

- Hospitals
- Social care
- Community Health
- Clinical Commissioning Groups
- Mental Health Providers

When we are sharing information to support third parties in providing your care, we will work hard to ensure it is the minimum necessary and that it is done so securely and lawfully. We aim to ensure that we only use your personal information in a way that you would reasonably expect. When we share information that is used for healthcare management or planning, this does not allow for you to be identified.

Sometimes we will be required to share information for other reasons;

- When required to by law
- We have special permission for health or research purposes (e.g. if you have agreed to take part in a research trial)
- There is a strong public interest (e.g. there is a risk of serious harm or crime)

Objections

You can choose not to have information that could identify you shared beyond your GP practice. You can also choose to prevent information that does not identify you from being shared for planning and research.

Simply contact your GP either to register an opt-out or end an opt-out you have already registered and they will update your medical record. Your GP practice will also be able to confirm whether or not you have registered an opt-out in the past.

Processing your information in this way and obtaining your consent ensures that we comply with Articles 6(1)(c), 6(1)(e) and 9(2)(h) of the GDPR.

Maintaining confidentiality and accessing your records

We are committed to maintaining confidentiality and protecting the information we hold about you. We adhere to the General Data Protection Regulation (GDPR), the NHS Codes of Confidentiality and Security, as well as guidance issued by the Information Commissioner's Office (ICO). 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 Access Request (SAR). Please ask at reception for a SAR form and you will be given further information. Furthermore, should you identify any inaccuracies, you have a right to have the inaccurate data corrected.

Risk stratification

Risk stratification is a mechanism used to identify and subsequently manage those patients deemed as being at high risk of requiring urgent or emergency care. Usually this includes patients with long-term conditions, e.g. cancer. Your information is collected by a number of sources, including Ballasalla Group Practice and this information is processed electronically and given a risk score which is relayed to your GP who can then decide on any necessary actions to ensure that you receive the most appropriate care.

Opt-outs

You have a 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; this is done by registering to opt out online (national data opt-out programme) or if you are unable to do so or do not wish to do so online, by speaking to a member of staff.

Retention periods

In accordance with the NHS Codes of Practice for Records Management, your healthcare records will be retained for 10 years after death, or if a patient emigrates, for 10 years after the date of emigration.

What to do if you have any questions

Should you have any questions about our privacy policy or the information we hold about you, you can:

1. Write to the data controller at Manx Care
2. Ask to speak to the Practice Manager at Ballasalla Group Practice, Katie Wiltshire

The Data Protection Officer (DPO) for Ballasalla Group Practice is Manx Care.

Complaints

In the unlikely event that you are unhappy with any element of our data-processing methods, you have the right to lodge a complaint with the ICO. For further details, www.inforights.im and select Making a Complaint.

Changes to our privacy policy

We regularly review our privacy policy and any updates will be published on our website and on posters displayed in our reception area to reflect the changes.

****This notice may contain references to the UK model and will be updated when the practice receives the Manx equivalent****