

Privacy Notice – Patient Communications

This Practice will contact patients at times in relation to services, feedback and new initiatives in the area that they have registered an interest in. We use following to communicate with our patients: AccuRx and NHS App.

The majority of SMS messages are automatically generated to remind patients of forthcoming surgery appointments that they have booked. SMS can be used to convey test Results, Friends and Family Test Survey Messages and Chronic Disease Management Recalls.

We use the NHS Account Messaging Service provided by NHS England to send you messages relating to your health and care. You need to be an NHS App user to receive these messages. Further information about the service can be found at the [privacy notice for the NHS App](#) managed by NHS England.

We use Accurx that builds software which makes it easier for healthcare staff to communicate with you and each other. It is only used to help provide patients like you with individual care. Accurx has a commitment to every patient whose data they store to keep it safe and secure. To find out more about how they use data, please visit <https://www accurx.com/security>

Other uses include inviting eligible patients to attend for flu clinics or annual reviews (e.g. asthma, COPD) or in emergencies when surgeries have to be cancelled at short notice. We do not use SMS messages for any form of direct marketing. All text messages are for direct medical care purposes only.

We collect and store information that has been received directly from you when you have consented to this process. You have the right to object to your identifiable information being used or shared for this purpose. Please contact us in person, by phone, by letter or by email if you no longer wish to have your data used or be contacted by the Practice by messages in future.

1) Controller contact details	Manor Brook Medical Centre 117 Brook Lane London SE3 0EN https://www.manorbrookmedicalcentre.co.uk/
2) Data Protection Officer contact details	gpdpo@selondonics.nhs.uk
3) Purpose of the sharing	Public Task
4) Lawfulness Conditions	The lawful justifications for the processing and possible sharing of

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	<p>this data are -</p> <p>Article 6(1)(a) “the data subject has given consent to the processing of his or her personal data for one or more specific purposes”.</p>
5) Recipient or categories of recipients of the shared data	The data will not be shared without your explicit consent or when the law allows.
6) Rights to object	You do not have to consent to the practice being able to contact you. You can change your mind and withdraw your consent at any time. Contact the Controller for more information.
7) Right to access and correct	You have the right to access any identifiable data that is being shared and have any inaccuracies corrected.
8) Retention period	The data will be retained for the period as specified in the national records retention schedule.
9) Right to Complain.	<p>You have the right to complain to the Information Commissioner’s Office, you can use this link https://ico.org.uk/make-a-complaint/data-protection-complaints/</p> <p>or calling their helpline Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate)</p> <p>There are National Offices for Scotland, Northern Ireland and Wales, (see ICO website)</p>