

## INTRODUCTION

We understand how important it is to keep your personal information safe and secure and we take this very seriously. We have taken steps to make sure your personal information is looked after in the best possible way, and we review this regularly. We have robust policies and procedures in place including an Information Governance Policy. We have also adopted a 'privacy by design' approach and this helps to ensure that we consider the privacy implications of our systems and services.

Please read this Privacy Notice carefully as it contains important information about how we use your personal and healthcare information that you give to us, or any information that we may collect from you or about you from other organisations.

This Notice explains

- Who we are and how we use your information
- Information about our Data Protection Officer
- What kinds of personal information about you we hold and use (process)
- The legal grounds for our processing of your personal information (including when we share it with others)
- What should you do if your personal information changes?
- For how long your personal information is retained/stored by us?
- What are your rights under Data Protection laws

## WHAT IS A PRIVACY NOTICE AND WHY DOES IT APPLY TO ME?

A Privacy Notice tells people how organisations use information that they hold about them. A new law called the UK General Data Protection Regulation 2016, also known as UK GDPR, says that we need to provide you with this Privacy Notice and let you know:

- What information we hold about you
- How we keep this especially important information safe and secure and where we keep it
- How we use your information
- Who we share your information with
- What your rights are
- When the law gives us permission to use your information

## WHY DOES THE LAW SAY YOU CAN USE MY INFORMATION?

The law gives us permission to use your information in situations where we need it to take care of you. Because information about your health is very personal, sensitive and private to you, the law is very strict about how we use it.

So, before we can use your information in the ways we have set out in this Privacy Notice, we must have a good reason in law, which is called a 'lawful basis.' Not only do we have to do that, but we also must show that your information falls into a special group or category, because it is very sensitive. By doing this the law makes sure we only use your information to look after you and that we do not use it for any other reason.

If you would like more information about this, please ask to speak to our Data Protection Officer (DPO) mentioned in this Privacy Notice who will explain this in more detail.

## **ABOUT US**

We, at Much Birch Surgery are responsible for collecting, storing and handling your information when you registered with us as a patient. Because we do this, the law says we are the Data Controller. Sometimes we may use your information for a particular purpose and when we do so, the law says we are the Data Processor.

## **WHAT INFORMATION DO YOU HOLD ABOUT ME?**

We hold information about you such as:

- Your name
- Address
- Mobile number
- Information about your parent(s) or person with parental responsibility
- All your health records
- Appointment records
- Treatments you have had
- Medicines prescribed for you and any other information to help us look after you
- Recordings of telephone calls including telephone consultations which may be used for training, quality and dispute resolution purposes

## **HOW DO YOU KEEP IT SAFE?**

- The law says that we must do all we can to keep your information private, safe and secure.
- We use secure computer systems, and we make sure that any written information held about you is under lock and key and kept in a safe place. This includes taking great care with any passwords we use which we change on a regular basis. We also train our staff to respect your privacy and deal with your information in a manner that makes sure it is always kept and dealt with in a safe way.

## **WHAT DO YOU DO WITH MY INFORMATION?**

We only usually use your information to help us care for you. That means we might need to share your information with other people who are concerned and involved with looking after your health.

## WHO ELSE WILL SEE MY INFORMATION?

Usually only doctors, nurses and other people who work with us are allowed to see your information.

Sometimes though, if you need to go to the hospital or be seen by a special doctor, we will share your information with them, but this is only so that we can take care of you.

- Sometimes we might be asked to take part in medical research that might help you in the future. We will always ask you or your parent(s) or adult with parental responsibility if we can share your information if this happens.
- We might need to share your information with the police, courts, social services, solicitors and other people who have a right to your information, but we always make sure that they have a legal right to see it (or have a copy of it) before we provide it to them.

Occasionally, some of our clinicians may work from another country. These countries may have different laws than we have in the UK however we have taken all necessary steps to ensure that any of your personal information is protected. You may also be asked to agree to the access of this information by the clinician before you start your discussion with them.

If the European Commission or other relevant data protection authorities have agreed that a specific country has the same level of data protection, we may rely on such decisions for the transfer of personal data to that country. These countries include Andorra, Argentina, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Israel, Italy, Japan, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and Uruguay.

## WHAT ARE MY RIGHTS?

- If you want to see what information we hold about you then you have a right to see it and you can ask for it.
- To ask for your information you will usually need to put your request in writing and tell us what information you want us to give you.
- We usually need to answer you within one month. Your parent(s) or adult with parental responsibility can help you with this if you need help.
- Usually, we will give this to you free of charge.
- If you think there are any errors in the information, we hold about you then you can ask us to correct it, but the law says we cannot remove any of the information we hold about you even if you ask us to. This is because we need this information to take care of you.
- You have a right to ask us not to share your information.

- If you would like to talk to us about not sharing your information, even if this means you do not want us to share your information with your parent(s) or adult with parental responsibility, please let us know. We will be happy to help.

## **WHAT IF I HAVE A QUESTION?**

- Our Operations Manager will be happy to talk to you about any questions you may have, and we will do our best to help you.
- Much Birch Surgery has a person called a Data Protection Officer (DPO) who deals with all queries about patient information. Our Quality Team may put you in touch with this person who will listen to your concerns and give you the advice you need.

## **DATA PROTECTION OFFICER**

The Practice Data Protection Officer (DPO) is Paul Couldrey of PCIG Consulting Limited. Any queries regarding Data Protection issues should be addressed to him at:

Email: [Couldrey@me.com](mailto:Couldrey@me.com)  
Postal: PCIG Consulting Limited  
7 Westacre Drive  
Quarry Bank  
Dudley  
West Midlands  
DY5 2EE

## **WHAT SHOULD YOU DO IF YOUR PERSONAL INFORMATION CHANGES?**

You should tell us so that we can update our records please contact Reception as soon as any of your details change, this is especially important for changes of address or contact details (such as your mobile phone number), Much Birch Surgery will, from time to time, ask you to confirm that the information we currently hold is accurate and up to date.

## **WHAT IF I HAVE A SERIOUS COMPLAINT ABOUT HOW YOU LOOK AFTER MY INFORMATION?**

- We will always do our best to look after your information and to answer your questions.
- If you are still not happy with anything we have done with your information you can speak to our DPO.
- If our DPO has not been able to help you or if you prefer not to speak to our DPO then you have a right to pass your complaint to an organisation called the Information Commissioner's Office (ICO) who will look into what has gone wrong.

## **OBJECTIONS/COMPLAINTS**

Should you have any concerns about how your information is managed at Much Birch Surgery, please contact the Operations Manager or the Data Protection Officer as above. If you are still unhappy following a review by Much Birch Surgery, you have a right to lodge a complaint with a supervisory authority: You have a right to complain to the UK supervisory Authority as below.

Information Commissioner:  
Wycliffe house  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 01625 545745  
<https://ico.org.uk/>

If you are happy for your data to be used for the purposes described in this privacy notice, then you do not need to do anything. If you have any concerns about how your data is shared, then please contact the Data Protection Officer.

If you would like to know more about your rights in respect of the personal data we hold about you, please contact the Data Protection Officer as given below.

## **IF ENGLISH IS NOT YOUR FIRST LANGUAGE**

If English is not your first language, you can request a translation of this Privacy Notice.

## **CHANGES TO OUR PRIVACY NOTICE**

The law says we must keep all information we provide in this Privacy Notice up to date. If you are dissatisfied with any aspect of our Privacy Notice, please contact the Data Protection Officer.

This Privacy Notice was last updated on 2<sup>nd</sup> April 2024 and will be reviewed at least annually.