



DATA PROTECTION PRIVACY NOTICE FOR VISITORS



We at Much Birch Surgery are a data controller for the purpose of the UK General Data Protection Regulation. We do not receive any visitor data from third parties. All information is received from the individual upon their arrival. We are strongly committed to respecting and safeguarding your privacy. This Privacy Notice describes our privacy practices regarding collection and use of your personal data when you visit our premises.

COLLECTION OF PERSONAL DATA

If you are visiting our premises, you will be required to sign in at reception and show some ID to a member of the reception team if you are not known to them. We collect basic personal information from you in our visitor logbook, which includes but is not limited to name, company name/practice, phone number, reason of visit, vehicle registration, date & time, etc. Video footage may also be recorded on our CCTV system installed on premises.

PURPOSE FOR PROCESSING YOUR PERSONAL DATA

We collect, use and disclose information to ensure the physical security of the people and items, security of confidential Information located in our premises or accessible from our premises.

The lawful basis on which we use this information is public task. We are required to process visitor data in order to comply with our public task to ensure that the security of our staff, visitors, buildings and contents are always maintained and to prevent loss, frauds, thefts, injuries, terrorism and other events of such kind.

SECURITY

Much Birch Surgery has implemented technical, physical, contractual, and organisational safeguards with a view to protecting the security of personal data from loss, damage, or unauthorised use, disclosure, alteration, or access, having regard to the nature of the data, and the risks to which they are exposed by virtue of human action or the physical or natural environment.

TRANSFERS AND DISCLOSURE OF PERSONAL DATA WITH AFFILIATES

We do not routinely share visitor information with any external organisations or third parties. There may be circumstances in which we may lawfully share your data with a third party where, for example, we are required to do so by law, court order or to prevent fraud or other crimes. Where we do share data, we will do so in accordance with applicable data protection laws.

We will not give information about you to anyone outside the organisation without your consent unless the law permits it.

Individuals have the right to request access to information about them that we hold. To make a request for your personal information please contact the Administration Team by emailing Admin.muchbirch@nhs.net

You also have the right to:

- Object to processing of personal data that is likely to cause, or is causing, damage or distress
- Prevent processing for the purpose of direct marketing
- Object to decisions being taken by automated means
- In certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed

RETENTION OF PERSONAL DATA

We will only keep your personal data for as long as is reasonably necessary to fulfil the purposes for which it was collected, taking into consideration our need to respond to your queries or resolve problems, any other purpose outlined above or to comply with legal requirements under applicable law(s). This means that we may retain your personal data for a reasonable period after. After this period, your personal data will be deleted.

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.

DATA PROTECTION OFFICER

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

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

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

It is important to point out that we may amend this Privacy Notice from time to time. If you are dissatisfied with any aspect of this Privacy Notice, please contact the Data Protection Officer.

This Privacy Notice was last updated on 13th March 2024.