



Privacy Policy – Text Messages

Billesdon Surgery uses TPP's SystmOne clinical system, Accurx, Abtrace and FourteenFish as text messaging systems. SystmOne, Accurx and Abtrace allow healthcare staff to communicate with you more effectively. FourteenFish is used by our doctors for patients to provide them with feedback.

You can find out more information about Accurx here: www.accurx.com

Abtrace's privacy policy can be viewed here: www.abtrace.com/privacy-policy

TPP's privacy policy can be viewed here: <https://tpp-uk.com/privacy-policy/>

FourteenFish's privacy policy can be viewed here: www.fourteenfish.com/privacypolicy

1) Data Controller contact details	Billesdon Surgery 4 Market Place, Billesdon, Leicester LE7 9AJ
2) Data Protection Officer contact details	Umar Sabat, Data Protection Officer Umar.sabat@ig-health.co.uk
3) Purpose of the processing	To send mobile phone text messages to you for the purposes of supporting our commitment to your healthcare. This may include questionnaires, the answers for which may enter your medical record to develop an understanding of your needs and general health.
4) Lawful basis for processing	In order that we can carry out processing of your personal data, we need a lawful basis to do so. The lawful bases for processing, storing and sharing this data under the General Data Protection Regulation (GDPR) are:- Article 6(1)(e) the processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller. Article 9(2)(h) the processing is necessary for medical diagnosis, the provision of health treatment and management of a health and social care system.
5) Recipient or categories of recipients of the shared data	Your identifiable data will remain within the Practice. We use Accrux, Abtrace, FourteenFish and SystmOne as trusted data processors.
6) Rights to object	You have the right under Article 21 of the GDPR to object to your personal information being processed. Please contact us if you wish to object to the processing of your data. You should be aware that this is a right to raise an objection which is not the same as having an absolute right to have your wishes granted in every circumstance. You will need to provide information on your specific circumstances which relate to the reasons you are objecting.
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	Your information will be stored in line with the NHS Records Management Code of Practice 2021. In some circumstances, for example where we are legally required to, we may keep your information for a longer period of time. Information that identifies you will be stored securely and processed in the UK. We will ensure that there are appropriate security safeguards including strong cyber security.
9) Right to Complain.	You have the right to complain to the Information Commissioner's Office, you can use this link https://ico.org.uk/global/contact-us/ or calling their helpline Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate) There are National Offices for Scotland, Northern Ireland and Wales, (see ICO website)

