

Banbury Road Medical Centre
PRIVACY STATEMENT

Banbury Road Medical Centre is committed to protecting your privacy and confidentiality. This statement explains how we use your information in line with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and the NHS Constitution.

1. Who we are

We are an NHS General Medical Services (GMS) GP practice operating within Berkshire, Oxfordshire and Buckinghamshire Integrated Care Board (BOB ICB).

Our Data Controller is:

Practice Manager
Banbury Road Medical Centre
172 Banbury Road
Oxford
OX2 7BT

You can contact us via:

- Email: admin.brmc@nhs.net
- Telephone: 01865 515731
- Data Protection Officer (DPO): Seraphim Patel (BOB ICB)

2. What information we collect

We collect and process information to provide safe, effective NHS primary care. This may include:

- **Personal Data** – means any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.
- **Special Categories of Personal Data** – this term describes personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation.
- **Confidential Patient Information** – this term describes information or data relating to their health and other matters disclosed to another (e.g. patient to clinician) in circumstances where it is reasonable to expect that the information will be held in confidence. Including both information 'given in confidence' and 'that which is owed a duty of confidence'. As

Privacy Notice

Created: 19/09/2025

Review Frequency: Annual

Review Due: September 2026

Saved: N:\Policies & Procedures 2024\Non-Clinical

described in the Confidentiality: NHS code of Practice: Department of Health guidance on confidentiality 2003.

- Pseudonymised – The process of distinguishing individuals in a dataset by using a unique identifier which does not reveal their ‘real world’ identity
- Anonymised – Data in a form that does not identify individuals and where identification through its combination with other data is not likely to take place
- Aggregated – Statistical data about several individuals that has been combined to show general trends or values without identifying individuals within the data.
- Records of your communication with us.

3. Why we collect your information

We use your data for:

- Providing you with direct medical care and treatment.
- Referring you to other NHS or partner services.
- Working with other health and social care providers to coordinate your care.
- Supporting national and local public health initiatives.
- Meeting legal, regulatory, and contractual NHS obligations.
- Improving the quality and safety of our services.

4. Sharing your Information

We share your information only when necessary and in line with data protection law. This may include:

- Other NHS providers (hospitals, community services, pharmacies).
- Social care services, where appropriate.
- NHS England, NHS Digital, and the ICB for reporting and planning.
- Approved third-party data processors providing IT and administrative support, under strict contracts.
- Safeguarding of Children or Vulnerable Adults - If we have significant concerns or hear about an individual child or vulnerable adult being at risk of harm, we may share relevant information with other organisations, such as local authorities and the Police, involved in ensuring their safety.
- Statutory Disclosures - Sometimes we are duty bound by laws to disclose information to organisations such as the Care Quality Commission, the Driver and Vehicle Licensing Agency, the General Medical Council, Her Majesty's Revenue and Customs and Counter Fraud services. In these circumstances we will always try to inform you before we are required to disclose, and we only disclose the minimum information that the law requires us to do so. This may only take place when there is a clear legal basis to use this information.

All these uses help to provide better health and care for you, your family and future generations. Confidential patient information about your health and care is only used like this, where allowed

Privacy Notice

Created: 19/09/2025

Review Frequency: Annual

Review Due: September 2026

Saved: N:\Policies & Procedures 2024\Non-Clinical

by law or with consent.

Whenever you use a health or care service, such as attending Accident & Emergency or using Community Care services, important information about you is collected in a patient record for that service. Collecting this information helps to ensure you get the best possible care and treatment.

The information collected about you when you use these services can also be used and provided to other organisations for purposes beyond your individual care, for instance to help with:

- Improving the quality and standards of care provided by the service
- Research into the development of new treatments and care pathways
- Preventing illness and diseases
- Monitoring safety
- Planning services
- Risk stratification
- Population Health Management

OpenSAFELY Covid-19 Service

NHS England has been directed by the government to establish and operate the OpenSAFELY COVID-19 Service and the OpenSAFELY Data Analytics Service. These services provide a secure environment that supports research, clinical audit, service evaluation and health surveillance for COVID-19 and other purposes.

Each GP practice remains the controller of its own GP patient data but is required to let approved users run queries on pseudonymised patient data. This means identifiers are removed and replaced with a pseudonym.

Only approved users are allowed to run these queries, and they will not be able to access information that directly or indirectly identifies individuals.

Patients who do not wish for their data to be used as part of this process can register a [type 1 opt out](#) with their GP.

Here you can find [additional information about OpenSAFELY](#)."

We will never share your information with third parties for marketing or commercial purposes.

5. Legal basis for processing

We process personal and special category data under:

- Article 6(1)(e) UK GDPR (public task in the exercise of official authority).

Privacy Notice

Created: 19/09/2025

Review Frequency: Annual

Review Due: September 2026

Saved: N:\Policies & Procedures 2024\Non-Clinical

- Article 9(2)(h) UK GDPR (management of health and social care systems and services).
In some cases, we may rely on consent (e.g., participation in research studies).

6. How we protect your information

We store your information securely within NHS-accredited systems. Access is restricted to staff directly involved in your care or in supporting NHS operations, all bound by confidentiality obligations.

7. How long we keep your information

We follow the NHS Records Management Code of Practice [Records Management Code of Practice - NHSX](#). Health records are retained for the periods specified nationally, after which they are securely destroyed or archived.

8. Your rights

Under UK GDPR 2016, the law provides the following rights for individuals:

- Access the information we hold about you.
- The right to be informed
- Request correction of inaccurate or incomplete data.
- Request deletion of your information (not an absolute right) only applies in certain circumstances
- The right to data portability
- Object to or restrict certain uses of your data.
- Withdraw consent (if processing is based on consent).
- Rights in relation to automated decision making and profiling
- Right to complain to the Information Commissioner's Office (ICO) if you are dissatisfied.

9. Your Right to opt out of Data Sharing and Processing

The NHS Constitution states, 'You have a right to request that your personal and confidential information is not used beyond your own care and treatment and to have your objections considered'.

Type 1 Opt Out

This is an objection that prevents an individual's personal confidential information from being shared outside of their general practice except when it is being used for the purposes of their individual direct care, or in particular circumstances required by law, such as a public health screening, or an emergency like an outbreak of a pandemic disease. If patients wish to apply a Type 1 Opt Out to their record, they should make their wishes known to the Practice Manager.

National data opt-out (NDOO)

The national data opt-out was introduced on 25 May 2018, enabling patients to opt-out from the use of their data for research or planning purposes, in line with the recommendations of the National Data Guardian in her Review of Data Security, Consent and Opt-Outs.

Privacy Notice

Created: 19/09/2025

Review Frequency: Annual

Review Due: September 2026

Saved: N:\Policies & Procedures 2024\Non-Clinical

The national data opt-out replaces the previous 'Type 2' opt-out, which required NHS Digital not to use a patient's confidential patient information for purposes beyond their individual care, for Planning or Research. Any patient that had a type 2 opt-out recorded on or before 11 October 2018 has had it automatically converted to a national data opt-out. Those aged 13 or over were sent a letter giving them more information and a leaflet explaining the national data opt-out. For more information go to [National data opt out programme](#)

To find out more or to register your choice to opt out, please visit www.nhs.uk/your-nhs-data-matters.

On this web page you will:

- See what is meant by confidential patient information
- Find examples of when confidential patient information is used for individual care and examples of when it is used for purposes beyond individual care
- Find out more about the benefits of sharing data
- Understand more about who uses the data
- Find out how your data is protected
- Be able to access the system to view, set or change your opt-out setting
- Find the contact telephone number if you want to know any more or to set/change your opt-out by phone
- See the situations where the opt-out will not apply

10. Your Contact Information

As part of your registration, we collect your contact information which includes your residential address, landline telephone number, mobile telephone number and email address. The practice uses this information to provide information and reminders in relation to your healthcare. It is within our legal duty as a public authority to keep our patients updated with important information. Patients are free to choose which method contact is preferred and are able to opt out of receiving electronic communication.

We may also use the NHS App 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 received these messages. Further information can be found at [privacy notice for the NHS App](#) managed by NHS England.

11. Notification

Data protection legislation requires organisations to register a notification with the Information Commissioner to describe the purposes for which they process personal and sensitive information.

We are registered as a data controller and our registration can be viewed online in the public register at [Register of fee payers and certificate downloads | ICO](#)

Any changes to this notice will be published on our website and in a prominent area at the practice.

Privacy Notice

Created: 19/09/2025

Review Frequency: Annual

Review Due: September 2026

Saved: N:\Policies & Procedures 2024\Non-Clinical

12. Freedom of Information Act

The Freedom of Information Act 2000 (FOIA) gives people a general right of access to information held by or on behalf of public authorities, promoting a culture of openness and accountability across the public sector. You can request any non-personal information that the GP Practice holds, that does not fall under an exemption. You may not ask for information that is covered by the Data Protection Legislation under FOIA. However, you can request this under a right of access request

13. Right to Complain

If you have any concerns about how your data is used, please contact the Practice Manager, Meg Simpson on admin.brmc@nhs.net

You can find independent advice about data protection, privacy and data-sharing issues here: <https://ico.org.uk/> or contact the Information Commissioners office directly at:

The Information Commissioner
Wycliffe House, Water Lane, Wilmslow, Cheshire
SK9 5AF

14. Further information


You can find more about how your data is used across the NHS in the NHS England privacy notice: <https://www.england.nhs.uk/contact-us/privacy-notice/>

The NHS Constitution establishes the principles and values of the NHS in England. It sets out the rights patients, the public and staff are entitled to. These rights cover how patients access health services, the quality of care you'll receive, the treatments and programs available to you, confidentiality, information, and your right to complain if things go wrong.

[The NHS Constitution for England - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

For local queries, please contact our DPO at:

 seraphim.patel@nhs.net (BOB ICB)

 0300 561 1994