



Definitions

- Friends of Leacroft (FOL) is the Patient Participation Group of Leacroft Medical Practice
- Personal data is information about a person which is identifiable as being about them. It can be stored electronically or on paper, and includes images and audio recordings as well as written information.
- Data protection is about how we, as an organisation, ensure we protect the rights and privacy of individuals, and comply with the law, when collecting, storing, using, amending, sharing, destroying or deleting personal data.

Responsibility

- Overall and final responsibility for data protection lies with the committee, who are responsible for overseeing activities and ensuring this policy is upheld.
- All volunteers are responsible for observing this policy, and related procedures, in all areas of their work for the group.

Overall Policy Statement

- FOL needs to keep personal data about its committee, members and virtual members, in order to carry out group activities.
 - We will collect, store, use, amend, share, destroy or delete personal data only in ways which protect people's privacy and comply with the UK General Data Protection Regulation (UK-GDPR), the Data Protection Act 2018 and other relevant legislation.
 - We will only collect, store and use the minimum amount of data that we need for clear purposes with consent of the individual patient, and will not collect, store or use data we do not need.
 - We will only collect, store and use data for:
 - Purposes for which the individual has given explicit consent
 - Purposes that are in our group's legitimate interests
 - Contracts with the individual whose data it is
 - To comply with legal obligations
 - To protect someone's life
 - To perform public tasks
 - We will provide an individual with details of the data we have about them when requested by the relevant individual.
 - We will delete data if requested by the relevant individual unless we need to keep it for legal reasons.
 - We will endeavour to keep personal data up to date and accurate.
 - We will store personal data securely.
 - We will keep clear records of the purposes of collecting and holding specific data, to ensure it is only used for these purposes.
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- We will not share personal data with third parties without the explicit consent of the relevant individual, unless legally required to do so.
- We will endeavour not to have data breaches. In the event of a data breach, we will endeavour to rectify the breach by getting any lost or shared data back. We will evaluate our processes and understand how to avoid it happening again. Serious data breaches which may risk someone's personal rights or freedoms will be reported to the Information Commissioner's Office within 72 hours, and to the individual concerned.
- To uphold this policy, we will maintain a set of data protection procedures for our committee and volunteers to follow.

Our procedures

- For patients wishing to become members of FOL we will only request and hold the following personal information – Full name, e mail address and contact number, date of birth, gender, age by group, ethnicity and frequency of contact with their express consent
- Where a patient does not have an e mail address, then we request and hold Full name, a contact number, home address date of birth, gender, age by group, ethnicity and frequency of contact with their express consent
- For any patient who becomes a 'virtual FOL member' then full name and e mail address only
- This information will be kept securely at the surgery.
- Where we gather any patient details on paper e.g. meet and greet/attendance at an event such as coffee mornings or open days, these to be retained securely within the surgery as at present
- Personal patient information may be stored on a personal laptop (belonging to Chairperson, Secretary and Treasurer). In the event of any changes in leadership of FoL, this information must be passed over securely to the new office holder. Laptops and Pc's should be password protected to ensure the safety of data. Electronic data should be stored and backed up securely.
- We will not have access or ask for any access to any patient medical information and the surgery will never disclose such information to FOL. We cannot deal with any personal or medical issues or individual patient medical complaints
- We can use any anonymised patient data e.g. appointment levels, patient survey responses etc as no individual patient data is identifiable.
- In addition the meeting minutes will record discussions of our meetings and action points arising. No personal patient information will be documented in these minutes.
- We will not share an individual patient's e mail address details with any other patients. All marketing mailing will be on a 'blind copy' basis so that e mail addresses will not be displayed to other patients.
- We will confidentially dispose of consent forms once the information is transferred to an electronic device