

## **PRIVACY NOTICE**

### **1 INTRODUCTION**

East Norfolk Medical Practice (the Practice) takes privacy seriously and is registered with the Information Commissioner's Office as a Data Controller and our registration number is Z4949918 and you can view our registration by searching the Information Commissioner's online register. You will find a copy of this Privacy Notice on our website or a paper copy may be provided on request.

We are required to provide you with the Privacy Notice by Law. It explains how we use the personal and healthcare information we collect, store, and hold about you. If you are unclear about how we process or use your personal and healthcare information, or you have any questions about this Privacy Notice or any other issue regarding your personal and healthcare information, then please contact our Data Protection Officer, [emma.cooper35@nhs.net](mailto:emma.cooper35@nhs.net)

The Law says:

- We must let you know why we collect personal and healthcare information about you;
- We must let you know how we use any personal and/or healthcare information we hold on you;
- We need to inform you in respect of what we do with it;
- We need to tell you about who we share it with or pass it on to and why; and
- We need to let you know how long we can keep it for.

### **2 THE PRACTICE AND YOUR INFORMATION**

The Practice has four surgeries situated at:

- Newtown Surgery, Lawn Avenue, Great Yarmouth
- The Lighthouse Medical Centre, Howard Street South, Great Yarmouth
- The Nelson Medical Centre, Pasteur Road, Cobholm, Great Yarmouth
- Caister Medical Centre, West Road, Caister-on-Sea

We aim to provide you with the highest quality health care. To do this we must keep records about you, your health, and the care we have provided or plan to provide to you. If your usual doctor is not available you may be asked to see a different doctor at one of our other surgeries.

Your doctor and other health professionals caring for you such as nurses or physiotherapists, keep records about your health and treatment so that they are able to provide you with the best possible care.

Please be aware that both clinical and administrative staff will access your personal data, this allows us to manage high volumes of communication and activity. Administrative staff are bound by confidentiality in the same way as the clinician is and will keep your information private. These records are called your 'health care record'. Health records may be electronic, paper based or a mixture of both.

We collect basic personal data about you such as name, address, date of birth, NHS number and next of kin and contact details such as email and mobile number.

We will also collect sensitive confidential data known as 'special category personal data' in the form of contact we have had with you, such as clinical visits, notes and reports about your health, details and records about your treatment and care and results of x-rays, laboratory tests etc.

Healthcare providers are permitted to collect, store, use and share this information under Data Protection Legislation which has a specific section related to healthcare information.

If you have any questions or wish to make a request in relation to your information, please contact us on 01493 745050 or contact our Data Protection Officer at [support@kafico.co.uk](mailto:support@kafico.co.uk)

Our Data Protection Officer service is provided by Kafico Ltd. When we ask for their support we will aim to remove any reference to individual patients. Where this is not possible, we will use the minimum necessary to allow us to obtain advice and support. You can find out more about Kafico Ltd., including their privacy policy at <https://www.kafico.co.uk/privacy-policy>.

## **2.1 What we do with your information**

Below is a description of the routine uses of your information:

- refer you to other healthcare providers when you need other services or tests;
- discuss or share information about your health or care with other health or social care providers including using technology such as GP Connect;
- share samples with laboratories for testing (like blood samples);
- share test results with hospitals or community services (like blood test results);
- allow out of hours or extended hours GPs to look at your health record when you are going to an appointment
- send prescriptions to a pharmacy;
- text you in relation to healthcare services. See Information Technology for more information;
- samples are provided to the courier for delivery to pathology;
- share reports with the Coroner;
- receive reports of appointments you have attended elsewhere such as with the community nurse or if you have had a stay in hospital;
- produce medical reports on request from third parties such as the DVLA or your employer;
- movement of patient records to Primary Care Support England.

## **2.2 What else do we use your information for**

Along with activities related directly to your care we also use information in ways which allows us to check that care is safe and provide data for the improvement and planning of services:

- quality/payment/performance reports are provided to service commissioners;

- as part of clinical research, information that identifies you will be removed, unless you have consented to being identified;
- undertaking clinical audits locally to ensure safety and efficiency;
- supporting staff training;
- incident and complaint management;
- sending practice information to other NHS bodies for national audits or research that are required by law (e.g., NHS Digital Audit Data Collection) or the Learning Disabilities Census;
- local evaluations and planning activities.

### **3 PRIMARY CARE NETWORK**

We are a member of the Great Yarmouth and Northern Villages PCN which is comprised of East Norfolk Medical Practice, The Park Surgery, Coastal Villages Partnership and Fleggburgh Surgery. This means we will be working closely with these practices to provide healthcare services to you. During the course of our work we may share your information where it is necessary for healthcare purposes. When we do this, we will always ensure that appropriate agreements are in place to protect your information and keep it safe and secure. This is also what the Law requires us to do. We work together on:

- Reviewing medication across our Network
- Improving access to primary care
- Enhancing the care provided in care homes

If you would like more information about Primary Care Networks and information sharing please contact our Data Protection Officer on [emma.cooper35@nhs.net](mailto:emma.cooper35@nhs.net)

### **4 KEEPING YOUR INFORMATION SAFE**

We are committed to ensuring the security and confidentiality of your information. There are a number of ways we do this:

- staff receive annual training about protecting and using personal data;
- policies are in place for staff to follow and are regularly reviewed;
- we check that only the minimum amount of data is shared or accessed;
- we use 'smartcards' to access systems, this helps to ensure that the right people are accessing data – people with a 'need to know'
- we use encrypted emails and storage which would make it difficult for someone to 'intercept' your information
- we report and manage incidents to make sure we learn from them and improve;
- we put in place contracts that require providers and suppliers to protect your data as well
- we do not send your data outside of the UK without appropriate lawful safeguards.

### **5 HOW LONG DO WE KEEP YOUR INFORMATION?**

In line with the NHSX Records Management Code of Practice, we will retain/store your health record for your lifetime. When a patient dies we will send their record to Primary Care Services England to review the record and generally it will be destroyed 10 years later unless there is a reason to keep it for longer. If you move away or register with another practice, we will send your records to the new practice.

### **6 SHARING WHEN REQUIRED BY LAW**

Sometimes we will be required by law to share your information and will not always be able to discuss this with you directly. Examples might be for the purposes of detection or prevention of crime, where it is in the wider public interest, to safeguard children or vulnerable adults, reporting infectious diseases or where required by court order.

## **7 CARE QUALITY COMMISSION ACCESS TO HEALTH RECORDS**

CQC has powers under the Health and Social Care Act 2008 to access and use your health information where it is necessary to carry out their functions as a regulator. This means that inspectors may ask to look at certain records to decide whether we are providing safe, good quality care. More information about the CQC can be obtained on their website <https://www.cqc.org.uk/about-us/our-policies/privacy-statement>

## **8 CHILDREN AND YOUNG PEOPLE**

Young people from age 13 (and sometimes younger) are allowed to make decisions about how their health information is shared. A parent or guardian may apply for access to a young person's information. If a young person does not consent, we may not provide access to the adult. If the young person does not have the capacity to understand, we may provide access to the adult because it is in the young person's best interest to do so. Young people can ask us to keep certain parts of their information confidential. If the young person is making decisions about their information that puts them at risk, we may notify adults with parental rights.

## **9 YOUR RIGHTS**

Data protection law provides you with a number of rights that the Practice is committed to supporting you with.

### **9.1 Right to Access**

You have the right to obtain:

- confirmation that your information is being used, stored or shared by the Practice;
- a copy of information held about you;
- we will respond to your request within one month of receipt or will tell you when it might take longer;
- we are required to validate your identity including the identity of someone making a request on your behalf.

### **9.2 Right to Object or Withdraw Consent**

We mainly use, store and share your information because we are permitted in order to deliver your healthcare, but you do have a right to object to us doing this. Where we are using, storing and sharing your information based on explicit consent you have provided, you have a right to withdraw that consent at any time. You can choose to opt out of sharing your confidential patient information for research and planning. There may still be times when your confidential patient information is used, for example, during an epidemic where there might be a risk to you or to other people's health. You can also still consent to take part in a specific research project. Visit [nhs.uk/your-nhs-data-matters](https://nhs.uk/your-nhs-data-matters) to opt out. Our Data Protection Officer will be happy to speak with you about any concerns you have.

### **9.3 Right to Correction**

If information about you is incorrect, you are entitled to request that we correct it. There may be occasions where we are required by law to maintain the original information, our Data Protection Officer will talk to you about this and you may request that the information is not used during this time. We will respond to your request within one month of receipt or will tell you when it might take longer.

#### **9.4 Right to Complain**

You also have the right to make complaints and request investigations into the way your information is used. Please contact our Data Protection Officer or visit the Information Commissioner's Office website for more information.

### **10 INFORMATION TECHNOLOGY**

The Practice will use third parties to provide services that involve your information such as:

- removal and destruction of confidential waste
- provision of clinical systems
- provision of connectivity and servers
- digital dictation services
- data analytics or warehousing (these allow us to make decisions about care or see how effectively the practice is run, personal data will never be sold or made available to organisations not related to your care delivery).

We have contracts in place with these third parties that prevent them from using it in any other way than instructed. These contracts also require them to maintain good standards of security to ensure your confidentiality.

#### **10.1 Text messaging**

The Practice may wish to use text messaging to communicate with you about practice activities or your own healthcare. We may text you:

- to send survey/questionnaires which, if they are clinical, we will save into your medical record;
- with a link so you can send photos to the clinician of your rash or lump for example;
- ask you to update clinicians on your treatment or wellbeing;
- invite you to health screenings or vaccinations;
- send referral letters or summaries;
- contact you if you miss an appointment e.g., at outpatients;
- contact you if you are not able to answer a phone call;
- send you text results or ask you to call to discuss your results;
- send you general public health messages about COVID 19m, flu clinics, mental health or wellbeing services;
- in relation to research projects unless you have objected.

You can object at any time by getting in touch with us. If you share a mobile phone with someone, please be mindful that they may see information about your health. For information about the providers we use for our SMS, please see our list of providers attached or visit the main privacy policy page on our website.

#### **10.2 Online Access To Your Health Records**

Online Access allows patients to view their health record online, either through the NHS App or a web portal.

In November 2023 the Practice activated a new online access service. This meant that new items added to a patient health record would be visible to patients that had created an account with the web portal or NHS App.

Please be aware that we do not recommend that patients share logins for their Online Access. If you have previously shared access for the limited view of your record, this will automatically show more details and you should consider removing this access.

**This will not necessarily show you everything that is in your record** and so it is important to note that if you want a copy of all the information the Practice holds about you, you will need to make a request to the Practice, and we will arrange this to be emailed or posted to you.

#### **10.2.1 What are the Benefits?**

Involvement in the decisions made about us is a really important part of our human rights. Having access to information that concerns our health, empowers us and helps us to make informed decisions about our health and healthcare. You will be able to access consultations, test results and other useful information via the Online Access systems. You can also book or cancel appointments and request prescriptions.

#### **10.2.2 What might be withheld?**

The Practice may not provide access to information that could cause harm to patients or others or affect (prejudice) the activities of third parties such as social services or the police. Whether data is actually harmful will often depend on the circumstances of the particular patient and the Practice may need to take some time to work through records prior to them being made available online.

#### **10.2.3 Is this a Subject Access Request?**

Online Access may satisfy your requirements if you need certain information but the items available online will not necessarily be everything that is in your record and so it is important to note that if you want access to all the information the Practice holds about you, you will need to make a request to the Practice and we will arrange this for you.

#### **10.2.4 When will I be able to see all my records?**

NHS England has plans to release all records to patients, including historic records in the coming years. We will notify you as these changes come into force.

#### **10.2.5 Can I switch Online Access off?**

Yes, to discuss this you can contact the Practice directly or contact our Data Protection Officer at [support@kafico.co.uk](mailto:support@kafico.co.uk)

If you are concerned that someone is coercing you into sharing access to your online records or you want particular items to be withheld, please let the Practice know and we will arrange this for you.

### **10.2.6 What if I have complaints or concerns about the information I can see?**

You can contact the Practice directly or contact our Data Protection Officer at [support@kafico.co.uk](mailto:support@kafico.co.uk)

### **10.3 CCTV**

CCTV is in place in our Practice. It has been installed solely for the safety and security of our patients and staff to prevent and deter crime. Images are recorded 24 hours a day and stored on the hard drives of the recording devices that are situated in secure areas and only the Practice Management and those delivering technical support services have access to the system. The CCTV only records images and does not record audio. All CCTV recordings are stored on our recording devices for three months before being recorded over. There are signs in the Practice telling you that CCTV is in place. We will only ever share information with the relevant authorities in connection with the safety and security of patients and staff and will not share with any other third parties unless lawful to do so. Visitors to the Practice have the right to request to see images of themselves on CCTV as part of a request made under the privacy legislation. To make a request speak with reception or email our Data Protection Officer. We have followed the CCTV guidelines produced by the Information Commissioners' Office.

### **10.4 Telephone Recording**

The Practice records the calls coming into and going out of the Practice. It has been installed solely for training and monitoring purposes and to help us to manage complaints and issues that arise. Recordings are retained for a limited time and stored on the hard drives of the recording devices that are situated in secure areas and only Practice management and those delivering technical support services will have access to the system. You have the same rights when it comes to telephone recordings as you do for other information the Practice holds about you. Please let us know if you have any questions or concerns.

### **10.5 Case Finding/Profiling**

Sometimes your information will be used to identify whether you need particular support from us. Those involved in your care might look at particular 'indicators' (such as particular conditions) and contact you to take action for healthcare purposes. For example, this might be to prevent you from having to visit accident and emergency by supporting you in your own home or in the community. We will use automated technology to help us identify people that might require support but ultimately, the decision about how or whether to provide extra support to you is made by those involved in your care. Our Data Protection Officer will be happy to speak to you about this if you have concerns or objections.

### **10.6 GP Connect**

We use a facility called GP Connect to support your direct care. GP Connect makes patient information available to all appropriate clinicians when and where they need it, to support direct patients' care, leading to improvements in both care and outcomes. GP Connect is not used for any purpose other than direct care. This is known as the Shared Care Record.

### **10.7 Shared Care Record (ShCR)**

Your ShCR is different from and in addition to your Summary Care record. The ShCR enables health and social care professionals directly involved in your care to access your most important records including GP consultations safely and securely as you move



between different parts of the health and social care system. Professionals will be able to make the most informed decisions and help you live a healthier life for longer.

### **Data Sharing and Partners**

We may share your information, subject to strict agreements on how it will be used, with the following organisations:

- Hospitals/Community Health Services/Ambulance Trusts
- Other General Practitioners
- Other general practices we work with to provide healthcare services
- Medical Examiner
- Norfolk & Waveney Integrated Commissioning Board
- NHS Commissioning Support Units;
- Private and voluntary sector providers
- Social Care services
- NHS England Digital
- Local Authorities
- Education Services
- Fire and Rescue Services
- Police and Judicial Services
- Other 'data processors'

If you wish to opt out of sharing your record you can do so by contacting [nwicb.ShCR.OptOut@nhs.net](mailto:nwicb.ShCR.OptOut@nhs.net)

### **10.7 Summary Care Record**

Your summary care record (SCR) is a national database that holds electronic records of important patient information such as current medication, allergies and details of any previous bad reactions to medicines, created from GP medical records. It can be seen and used by authorised staff involved in the patient's direct care who do not need access to the patient's full record. You can ask your doctor to add further information to your SCR from your medical notes. This can include health problems such as diabetes and your treatment preferences. This record may be shared with other healthcare professionals and additions to this record may also be made by relevant healthcare professionals and organisations involved in your direct care.

SCRs improve care, if you do not want to have an SCR then you are entitled to opt out. You can tell your GP or you can fill out an SCR opt out form. If you would like a form or wish to enquire further as to your rights in respect of not sharing information contained within this record then please contact our Data Protection Officer. If you are happy with the use of this information you do not need to do anything. You may however change your mind at any time.

Along with the activities related directly to your care, we also use information in ways which allow us to check that care is safe and provide data for the improvement and planning of services:

- quality/payment/performance reports are provided to service commissioners;



- as part of clinical research – information that identifies you will be removed, unless you have consented to being identified;
- undertaking clinical audits locally to ensure safety and efficiency;
- supporting staff training;
- incident and complaint management;
- sending practice information to other NHS bodies for national audits or research that are required by law e.g., NHS Digital Audit Data Collection or the Learning Disabilities Census;
- local evaluations and planning activities.

## **11 Medical Examiner Service**

Following the death of any patient of the Practice we are obliged to inform James Paget Foundation NHS Trust Medical Examiner Service. Medical Examiner offices at acute Trusts provide independent scrutiny of non-coronial deaths in hospital or the community. Medical Examiner offices are led by medical examiners, senior doctors from a range of specialties including general practice who provide independent scrutiny of deaths not taken at the outset for coroner investigation. They put the bereaved at the centre of the processes after the death of a patient, by giving families and next of kin an opportunity to ask questions and raise concerns. Medical Examiners carry out a proportionate review of medical records, and liaise with doctors completing the Medical Certificate of Cause of Death (MCCD).

## **12. YOUR INFORMATION: PLANNING AND RESEARCH**

Information about your health and care helps the NHS to improve your individual care, speed up diagnosis, plan your local services and research new treatments. It can also help research organisations to explore new treatments or make discoveries. You can decide that you do not want your information to be used in this way.

There are two main options:

Option 1: Opting out of the GP Data for Planning and Research (GDPR) formally known as GPES.

This means you don't want your data to be extracted from your GP's clinical system and used for planning and research purposes. You can opt out at any time but opting out before the end of August 2021 will mean your data is not extracted by the new process. Opting out after that date will mean that no further extractions will occur. Find out more about GDPR on the NHS England Digital website.

Option 2: Opting Out Of NHS Digital Using Or Sharing Your Health Data (Held By Any Provider, Not Just Your GP) For Planning And Research Purposes

You can opt out at any time. Further information and materials in other languages is available on the NHS England Digital website.

### How Do I Opt Out?

To opt out of your data leaving the GP Practice for Research and Planning (Type 1) contact the Practice by website, phone, email or post and let us know.

To opt out of your health data being used or shared by NHS England Digital (Type 2) can:

Telephone: 0300 303 5678 Monday to Friday 9am to 5pm (excluding bank holidays)

Write to: National Data Opt Out, Contact Centre, NHS Digital, HM Government,  
7 and 8 Wellington Place, Leeds, LS1 4AP, Email: [enquiries@nhsdigital.nhs.uk](mailto:enquiries@nhsdigital.nhs.uk)

Online: <https://www.nhs.uk/your-nhs-data-matters/manage-your-choice/>

### **OpenSAFELY COVID-19**

The Practice is required to share patient information with NHS England in order to support the work being undertaken in relation to COVID-19. The OpenSAFELY COVID-19 service provides a secure analytics service for academics, analysts and data scientists to access GP and NHS England de-identified patient data for COVID-19 research, COVID-19 clinical audit, COVID-19 service evaluation and COVID-19 health surveillance purposes (COVID-19 Purposes). The service is currently operated by NHS England in collaboration with the Bennett Institute and The Phoenix Partnership (TPP), or Egton Medical Information Systems (EMIS) (the GP System Suppliers). Further information is available: [dpn\\_opensafelycovid-19servicev2.0approvedforissuance.pdf](#)

If you have opted out of your data being shared for research and planning purposes, your data will not be included.

### **COVID-19 Research: NHS Digital**

#### **The Practice is supporting vital coronavirus (COVID-19) planning and research by sharing your data with NHS England Digital.**

The health and social care system has been/is facing significant pressures due to the coronavirus (COVID-19) outbreak. Health and care information is essential to deliver care to individuals, to support health, social care and other public services and to protect public health. Information will also be vital in researching, monitoring, tracking and managing the coronavirus outbreak. In the current emergency it has become even more important to share health and care information across relevant organisations. This Practice is supporting vital coronavirus planning and research by sharing your data with NHS England Digital, the national safe haven for health and social care data in England.

### **National Data Opt Out and NHS Digital : Our legal basis for sharing data with NHS England Digital**

NHS England Digital has been legally directed to collect and analyse patient data from all GP practices in England to support the coronavirus response for the duration of the outbreak. NHS England Digital will become the controller under the General Data Protection Regulation 2016 (GDPR) of the personal data collected and analysed jointly with the Secretary of State for Health and Social Care, who has directed NHS Digital to collect and analyse this data under the COVID-19 Public Health Directions 2020 (COVID-19 Direction).

All GP practices in England are legally required to share data with NHS England Digital for this purpose under the Health and Social Care Act 2012 (2012 Act). More information about this requirement is contained in the data provision notice issued by NHS England Digital to GP practice.

Under GDPR our legal basis for sharing this personal data with NHS Digital is Article 6(1)(c) – legal obligation. Our legal basis for sharing personal data relating to health, is Article 9(2)(g) – substantial public interest for the purposes of NHS digital exercising its statutory functions under the COVID-19 Direction.

### The type of personal data we are sharing with NHS England Digital

The data being shared with NHS England Digital will include information about patients who are currently registered with a GP practice or who have a date of death on or after 1 November 2019 whose record contains coded information relevant to coronavirus planning and research. The data contains NHS number, postcode, address, surname, forename, sex, ethnicity, date of birth and date of death for those patients. It will also include coded health data which is held in your GP record such as details of diagnoses and findings; medications and other prescribed items; investigations, tests and results; treatments and outcomes; vaccinations and immunisations.

### How NHS England Digital will use and share your data

NHS England Digital will analyse the data they collect and securely and lawfully share data with other appropriate organisations, including health and care organisations, bodies engaged in disease surveillance and research organisations for coronavirus response purposes only. These purposes include protecting public health, planning and providing health, social care and public services, identifying coronavirus trends and risks to public health, monitoring and managing the outbreak and carrying out of vital coronavirus research and clinical trials. The British Medical Association, the Royal College of General Practitioners and the National Data Guardian are all supportive of this initiative.

NHS England Digital has various legal powers to share data for purposes relating to the coronavirus response. It is also required to share data in certain circumstances set out in the COVID-19 Direction and to share confidential patient information to support the response under a legal notice issued to it by the Secretary of State under the Health Service (Control of Patient Information) Regulations 2002 (COPI Regulations).

Legal notices under the COPI Regulations have also been issued to other health and social care organisations requiring those organisations to process and share confidential patient information to respond to the coronavirus outbreak. Any information used or shared during the outbreak under these legal notices or the COPI Regulations will be limited to the period of the outbreak unless there is another legal basis for organisations to continue to use the information.

Data which is shared by NHS England Digital will be subject to robust rules relating to privacy, security and confidentiality and only the minimum amount of data necessary to achieve the coronavirus purpose will be shared. Organisations using your data will also need to have a clear legal basis to do so and will enter into a data sharing agreement with NHS England Digital. Information about the data that NHS England Digital shares, including who with and for what purpose will be published in the NHS England Digital data release register. For more information about how NHS England Digital will use your data please see the NHS England Digital Transparency Notice for GP Data for Pandemic Planning and Research (COVID-19).

### National Data Opt-Out

The application of the National Data Opt Out to information shared by NHS England Digital will be considered on a case-by-case basis and may or may not apply depending on the specific purposes for which the data is to be used. This is because during this period of emergency, the National Data Opt Out will not generally apply where data is used to support the coronavirus outbreak, due to the public interest and legal requirements to share information.

## Your rights over your personal data

To read more about the health and care information NHS England Digital collects, its legal basis for collecting this information and what choices and rights you have in relation to the processing by NHS England Digital of your personal data see:

- the NHS England Digital GPES Data for Pandemic Planning and Research (COVID-19) Transparency Notice
- the NHS England Digital Coronavirus (COVID-19) Response Transparency Notice
- the NHS England Digital General Transparency Notice.

This Practice contributes to national clinical audits and will send the data which are required by NHS England Digital when the law allows. This may include demographic data such as date of birth, and information about your health which is recorded in coded form, for example, the clinical code for diabetes, high blood pressure or obesity.

## **13. DATA PROCESSING**

East Norfolk Medical Practice uses the following organisations to process data on our behalf. They are contractually bound to manage your information securely.

<b>Provider</b>	<b>Provider Type</b>
iLearn: <a href="http://www.agiliosoftware.com/ilearn/ilearn-primary-care/ilearn-for-teamnet/">www.agiliosoftware.com/ilearn/ilearn-primary-care/ilearn-for-teamnet/</a>	Training Providers
QuickBooks: <a href="http://www.quickbooks.intuit.com">www.quickbooks.intuit.com</a>	Finance / Payroll
Clinical System: SystmOne(TPP): <a href="http://www.tpp-uk.com/">www.tpp-uk.com/</a>	Clinical System
Access Personal Checking Services (APCS)	Disclosure and Barring Service
Clinical System: SystmOne(TPP): <a href="http://www.tpp-uk.com/">www.tpp-uk.com/</a>	Clinical System
Appt Health: <a href="https://www.appt-health.co.uk/">https://www.appt-health.co.uk/</a>	Healthcare Software
ReceiptBank: <a href="http://www.receipt-bank.com">www.receipt-bank.com</a>	Finance / Payroll
NW ICB: <a href="http://www.norfolkandwaveneyccg.nhs.uk/">www.norfolkandwaveneyccg.nhs.uk/</a>	Integrated Care Board
Gamma: <a href="http://www.gamma.co.uk">www.gamma.co.uk</a>	Telecommunications
Restore: <a href="http://www.restore.co.uk/Datashred">www.restore.co.uk/Datashred</a>	Confidential Waste
iGPR: <a href="http://www.igpr.co.uk">www.igpr.co.uk</a>	Digital Scanning / Redaction
e-LH: <a href="http://www.e-lfh.org.uk">www.e-lfh.org.uk</a>	Training Providers
AccurX: <a href="http://www accurx.com">www accurx.com</a>	Healthcare Software
Skills4Health: <a href="http://www.skillsforhealth.org.uk">www.skillsforhealth.org.uk</a>	Training Providers
AccurX Record Viewer: <a href="http://www accurx.com">www accurx.com</a>	Healthcare Software
AccurX: <a href="http://www accurx.com">www accurx.com</a>	Healthcare Software
Chartered Institute of Personnel and Development (CIPD) HR Inform	HR Services
Royal College of Nursing: <a href="http://www.rcn.org.uk">www.rcn.org.uk</a>	Training Providers
C the Signs: <a href="http://www.cthesigns.co.uk">www.cthesigns.co.uk</a>	Healthcare Software
DA Languages: <a href="http://www.dalanguages.co.uk">www.dalanguages.co.uk</a>	Translation Services
Deaf Connexions: <a href="http://www.deafconnexions.org.uk">www.deafconnexions.org.uk</a>	Translation Services
COVID-19 Clinical Risk Assessment Tool: <a href="https://digital.nhs.uk/coronavirus/risk-assessment/clinical-tool">https://digital.nhs.uk/coronavirus/risk-assessment/clinical-tool</a>	Healthcare Software
Mayday	Copier / Scanning Providers
E-Referrals: <a href="https://digital.nhs.uk/services/e-referral-service">https://digital.nhs.uk/services/e-referral-service</a>	Healthcare Software

Provider	Provider Type
COVID-19 Clinical Risk Assessment Tool: <a href="https://digital.nhs.uk/coronavirus/risk-assessment/clinical-tool">https://digital.nhs.uk/coronavirus/risk-assessment/clinical-tool</a>	Healthcare Software
Microsoft Teams: <a href="http://www.microsoft.com/en-gb/">www.microsoft.com/en-gb/</a>	Video Software
Zoom: <a href="http://www.zoom.us">www.zoom.us</a>	Video Software
E-Referrals: <a href="https://digital.nhs.uk/services/e-referral-service">https://digital.nhs.uk/services/e-referral-service</a>	Healthcare Software
Health Intelligence: <a href="http://www.health-intelligence.com">www.health-intelligence.com</a>	Healthcare Software
Wavenet	Telecommunications
Pinnacle (COVID Vaccinations): <a href="http://www.oasisgroup.com/services/notespace.6453.html">www.oasisgroup.com/services/notespace.6453.html</a>	Healthcare Software
Practice 365 - Iatro: <a href="http://www.iatro.health/gp-website-design/">www.iatro.health/gp-website-design/</a>	Website Providers
Microtech (Surgery Pods): <a href="http://www.microtech-group.co.uk/health/telemonitoring/surgerypod">www.microtech-group.co.uk/health/telemonitoring/surgerypod</a>	Healthcare Software
Airmid (SMS and Email direct from clinical system): <a href="http://www.tpp-uk.com/products/airmid/">www.tpp-uk.com/products/airmid/</a>	Healthcare Software
GP Automate: <a href="http://www.gpautomate.com">www.gpautomate.com</a>	Healthcare Software
Airmid (SMS and Email direct from clinical system): <a href="http://www.tpp-uk.com/products/airmid/">www.tpp-uk.com/products/airmid/</a>	Healthcare Software
GP Automate: <a href="http://www.gpautomate.com">www.gpautomate.com</a>	Healthcare Software
Arden & Gem CSU: <a href="http://www.ardengemcsu.nhs.uk">www.ardengemcsu.nhs.uk</a>	IT Provider
Clarity TeamNet: <a href="http://www.teamnet.clarity.co.uk">www.teamnet.clarity.co.uk</a>	IT Provider
Arden & Gem CSU: <a href="http://www.ardengemcsu.nhs.uk">www.ardengemcsu.nhs.uk</a>	IT Provider
Spirit Health: <a href="http://www.spirit-health.com">www.spirit-health.com</a>	Third Party Auditors / Quality Management
Clarity TeamNet: <a href="http://www.teamnet.clarity.co.uk">www.teamnet.clarity.co.uk</a>	IT Provider
Fairways: <a href="http://www.fairwaytraining.com">www.fairwaytraining.com</a>	Finance / Payroll
IRIS accounting software: <a href="http://www.iris.co.uk">www.iris.co.uk</a>	Finance / Payroll
Endpoint Automation Services	Healthcare Software

## 14 OUR WEBSITE

The only website this Privacy Notice applies to is the Surgery's website. If you use a link to any other website from the Surgery's website, then you will need to read their respective Privacy Notice. We take no responsibility (legal or otherwise) for the content of other websites.

## 15 SECURITY

We take the security of your information very seriously and we do everything we can to ensure that your information is always protected and secure. We regularly update our processes and systems and we also ensure that our staff are properly trained. We also carry out assessments and audits of the information that we hold about you and make sure that if we provide any other services, we carry out proper assessments and security reviews.

## 16 WHERE TO FIND OUR PRIVACY NOTICE

You may find a copy of this Privacy Notice in the Surgery's reception, on our website or a copy may be provided on request.

## **17 CHANGES TO OUR PRIVACY NOTICE**

We regularly review and update our Privacy Notice. This Privacy Notice was last updated on 25 March 2025.