

Kumar Family Practice – Privacy Notice

How We Use Your Information

Kumar Family Practice collects and uses your personal information to provide you with safe, effective healthcare. This includes your name, date of birth, contact details, NHS number, and health information.

We use this information to:

- Provide medical care and treatment
- Contact you about appointments and results
- Share information with other health and care professionals involved in your care
- Meet legal and NHS requirements
- Review and improve our services

We only use the minimum necessary information and keep it always secure.

Our Legal Basis for Using Your Data

We process your data because it is necessary to provide NHS healthcare — a task carried out in the public interest. For health data, the condition we rely on is the provision and management of health and social care services.

We do not need your consent for direct care, but we will always ask for consent if we send you messages or updates by text or email.

Sharing Your Information

We may share information with other organisations directly involved in your care, such as:

- NHS Trusts, hospitals, community and social care services
- Pharmacies, opticians, dentists, and ambulance services
- Out-of-hours and referral services

We also use trusted NHS-approved systems and service providers, including:

- TPP SystmOne – our secure electronic patient record system
- OptimiseRx – for safe prescribing and medication guidance
- SystemConnect Telephony – for managing patient calls and appointments
- GP Connect – for sharing your information safely with other NHS services
- OpenSafe – for secure information exchange and emergency care access
- PharmOutcomes – for pharmacy service management and reporting

Last updated: November 2025 with changes

All telephone calls are recorded for training, quality monitoring, and to help investigate any queries or concerns.

All third-party providers are contractually required to protect your data and only use it for agreed NHS purposes. We do not share data for marketing and do not transfer personal data outside the UK.

Your Rights

You have the right to:

- Access the information we hold about you
- Request corrections if your details are inaccurate
- Withdraw consent (where given)
- Object to certain types of data use
- Ask for your data to be erased, where legally possible

Please make requests in writing to the Practice Manager (contact details below).

Opting Out of Data Sharing

If you do not want your information to be used for purposes beyond your direct care (such as research or NHS planning), you can register a National Data Opt-Out at www.nhs.uk/your-nhs-data-matters or contact the practice for help.

How We Keep Your Information Safe

Your data is stored securely on NHS-approved systems with access controls and passwords. All staff receive regular data protection and confidentiality training. We follow the NHS Records Management Code of Practice for how long records are retained.

Key Contacts

- Caldicott Guardian & Data Protection Officer: Dr Mohan Kumar
- Safeguarding Lead: Dr F Leigh
- Main Contact for Data Protection Queries: Beth Caldwell, Practice Manager
Kumar Family Practice, Chandler House, WN3 5HL
Email: gp-p92024@nhs.net

If you are unhappy with how we handle your information, you can contact the Information Commissioner's Office (ICO) at www.ico.org.uk/concerns or call 0303 123 1113.