

THE PORTCHESTER PRACTICE

Dr A Ashworth | Dr B Sales | Dr A Lawrie | Dr J Perry | Dr T Diffey

Data Protection Policy

Author	D Kershaw
Date of issue	July 2018
Date of review	16/04/2025
Date of next review	16/04/2026

[illegible]

THE PORTCHESTER PRACTICE

Dr A Ashworth | Dr B Sales | Dr A Lawrie | Dr J Perry | Dr T Diffey

Introduction

This policy outlines the approach taken by the practice to protect personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 (DPA 2018). These regulations provide individuals with rights regarding how their personal information is processed, stored, accessed, and shared.

The practice collects, stores and processes personal information in order to deliver healthcare services and meet its contractual and legal obligations. This includes information relating to patients, current and former employees, job applicants, suppliers, and other professional contacts. This information may be held in paper or electronic form and includes both personal and special category data.

We are committed to ensuring the lawful and correct handling of all personal data and maintaining the confidence of patients, staff, and stakeholders.

This policy provides guidance on ensuring appropriate protection against unauthorised access, unlawful processing, and accidental loss or destruction of personal data.

Refer also to the Access to Medical Records Policy, which addresses Subject Access Requests (SARs) under the UK GDPR.

1.0 Data Protection Principles

In accordance with the UK GDPR, the practice is committed to compliance with the seven key principles of data protection:

- Lawfulness, fairness and transparency – Data is processed lawfully, fairly and in a transparent manner.
- Purpose limitation – Data is collected for specified, explicit and legitimate purposes and not further processed in a manner incompatible with those purposes.
- Data minimisation – Data collected is adequate, relevant and limited to what is necessary.
- Accuracy – Data is accurate and, where necessary, kept up to date.
- Storage limitation – Data is kept no longer than is necessary for the purposes for which it is processed.
- Integrity and confidentiality (security) – Data is processed in a manner that ensures appropriate security, including protection against unauthorised or unlawful processing and against accidental loss or damage.
- Accountability – The practice is responsible for, and must be able to demonstrate, compliance with all the above principles.

THE PORTCHESTER PRACTICE

Dr A Ashworth | Dr B Sales | Dr A Lawrie | Dr J Perry | Dr T Diffey

2.0 Employee Responsibilities

All practice employees are expected to:

- Adhere to this policy and the principles of data protection at all times.
- Follow all data protection guidance, codes of practice and internal procedures.
- Understand the reasons for collecting personal data and only collect or use data as required for their role.
- Ensure data is entered accurately into practice systems and kept up to date.
- Dispose of data securely in accordance with retention schedules.
- Notify the Practice Manager or Information Governance (IG) Lead immediately if they receive a subject access request or a data breach is suspected.
- Not send personal data outside of the UK without prior approval from the Caldicott Guardian or IG Lead and assurance of appropriate safeguards.
- Participate in data protection training and understand their responsibilities regarding confidentiality and information security.
- Understand that a breach of this policy may result in disciplinary action, up to and including dismissal.

3.0 Practice Responsibilities

- Appoint a designated person with overall responsibility for data protection. This is currently the Practice Manager, with the Deputy Manager acting in their absence. The Caldicott Guardian supports compliance with confidentiality and data sharing standards.
- Maintain registration with the Information Commissioner's Office (ICO) and ensure details are kept up to date.
- Provide training to all staff on data protection, confidentiality, and information governance.
- Implement appropriate technical and organisational measures to ensure the security of personal data.
- Make privacy notices available to patients, staff, and website users, explaining how their data is processed and their rights under the UK GDPR.
- Ensure Subject Access Requests are handled in line with the Access to Medical Records Policy, within the statutory timeframe (usually one month).
- Display information in the waiting room and reception area on how patient information is used and provide copies of the ICO registration certificate.
- Monitor compliance through internal audits, regular reviews and assessments of data processing activities.
- Investigate any data protection incidents or near misses under the practice's Significant Event Reporting (SER) process and, where appropriate, report personal data breaches to the ICO within 72 hours.

THE PORTCHESTER PRACTICE

Dr A Ashworth | Dr B Sales | Dr A Lawrie | Dr J Perry | Dr T Diffey

- Include confidentiality and data protection clauses in all employment contracts.
- Ensure that contracts with third parties handling personal data include appropriate data processing agreements.
- Uphold the principles of fair processing and respect patients' rights, including rights to access, rectification, erasure, restriction of processing, and data portability, where applicable.
- Avoid processing special category staff data (e.g. religion, sexual orientation) without a lawful basis and explicit consent where required. Staff data will not be shared with third parties without consent, unless legally required.

4.0 Data Protection by Design and Default

The practice will integrate data protection into all activities, including new projects, systems and processes, through:

- Completion of Data Protection Impact Assessments (DPIAs) where appropriate.
- Adoption of the principle of data minimisation.
- Regular review of data security arrangements, including back-up and recovery protocols.

5.0 Review and Updates

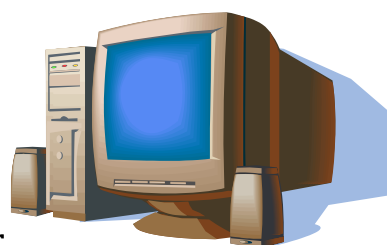
This policy will be reviewed annually or more frequently if there are significant changes in legislation, guidance, or practice operations.

THE PORTCHESTER PRACTICE

Dr A Ashworth | Dr B Sales | Dr A Lawrie | Dr J Perry | Dr T Diffey

PATIENT POSTER

DATA PROTECTION ACT – PATIENT INFORMATION



We need to hold personal information about you on our

computer system and in paper records to help us to look after your health needs, and your doctor is responsible for their accuracy and safe-keeping. Please help to keep your record up to date by informing us of any changes to your circumstances.

Doctors and staff in the practice have access to your medical records to enable them to do their jobs. From time to time information may be shared with others involved in your care if it is necessary. Anyone with access to your record is properly trained in confidentiality issues and is governed by both a legal and contractual duty to keep your details private.

All information about you is held securely and appropriate safeguards are in place to prevent accidental loss.

In some circumstances we may be required by law to release your details to statutory or other official bodies, for example if a court order is presented, or in the case of public health issues. In other circumstances you may be required to give written consent before information is released – such as for medical reports for insurance, solicitors etc.

To ensure your privacy, we will not disclose information over the telephone or fax unless we are sure that we are talking to you. Information will not be disclosed to family, friends, or spouses unless we have prior written consent, and we do not leave messages with others.

You have a right to see your records if you wish. Please ask at reception if you would like further details and our patient information leaflet. An appointment will be required. In some circumstances a fee may be payable.