



GROVES HEALTH



Privacy Notice –

Rapid Health

Using Rapid Health for online services

When you send a Rapid Health online request to us, you can do this from our website.

Looking after your information

We need to make sure you're a registered patient at the practice and want to make sure you know about any request we get for you.

NHS login

The following paragraph from NHS England explains how your data is managed for NHS login. The words "our", "we", and "us" refer to Rapid Health:

Please note that if you access our service using your NHS login details, the identity verification services are managed by NHS England. NHS England is the controller for any personal information you provided to NHS England to get an NHS login account and verify your identity, and uses that personal information solely for that single purpose. For this personal information, our role is a "processor" only and we must act under the instructions provided by NHS England (as the "controller") when verifying your identity. To see NHS login's Privacy Notice and Terms and Conditions, please [click here](#). This restriction does not apply to the personal information you provide to us separately.

[Other] information you provide to Rapid Health

GP practices are the [data controller](#) and Rapid Health is a [data processor](#) for information sent by patients to the practice using Rapid Health.

As data controller, the practice is responsible for keeping your information safe and explaining how it uses your information. There is a **How your information is used** box on the Rapid Health page where you give your name for a request, and further detail below.

[If you don't have an email address on your record

We allow patients without an email address on their record to send requests using Rapid Health but for your safety and security, these requests can't be offered appointment self-booking, as we need to check the patient identity first.]

Why we need an email address

We always email you to say we got your request. Something is wrong if you don't get a reply, so check your spam/junk folder if you don't see one. Send another request or call the practice if you don't get a reply within 15 minutes of sending your request.

We need to reply to you when we get a request. This reply says we got your request, what to expect and what to do if you are not well.

If you have an email address on your record, we can offer you self-booking, using the email address you put on your request (if a self-booking appointment is available).

Using a different email address

If you use a different email address for a request from the one on your patient record at your GP practice, we'll send replies to the email address you used for the request, but will also send a security email to the email address on your record.

Security emails say only that we got a request for you (or that an appointment was booked/changed/cancelled for you) and if this wasn't you, to contact the practice.

If a different email address is used for a request for a child from what is on their record, a security email is sent to the email address on their record.

Shared email addresses and devices

If you want to keep your requests private from someone you share an email address with, it's best to change your email address on your record. [*You can send us an **Update personal details** request. Our reply will just say we got a request from you – it will not say that you asked to change your details.*]

Our email replies

We send our reply and any appointment links to the email address you put on the request.

Our standard emails never repeat what you said in a request [*but if someone at your GP practice replies personally to your request, their reply may reflect information in your request*]. This reply will go to the email address you gave on your request.

The reply we send to the email address on a child's record (if there is one and it is different from an email address you use for a child request) just says we got a request for them and if this is a mistake to let us know – it does not say what kind of request.

Asking medical questions

If you want medical advice from the practice, we ask questions to check how soon you need this or if we need to suggest A&E to you. We ask this for your safety.

Why do you ask for Sex at Birth?

We ask this for your safety, so you can be asked the right medical questions.

Booking appointments online with us

There may be times when we send you a link to self-book an appointment with us, or you might book an appointment such as for a vaccination. Or you may want an appointment to discuss a medical concern.

Why do I need to provide information for these appointments?

When we send you a link to book into an appointment, we have 'pre-qualified' you for that appointment, so we only ask for some personal details before you book it.

Where you come to the website to book a type of appointment such as a vaccination or cervical smear test, we ask questions to check the appointment is right and safe for you.

If you want an appointment because you have a medical need, we ask questions to help us understand how soon to see you, or if we need to suggest A&E for your safety.

Keeping your personal data safe

How is my information stored?

Rapid Health stores the data on Amazon Web Services (AWS) servers in England. All data sent is encrypted when in transit (when it is sent) and at rest (when it is stored).

Patient data is managed as described in the [NHS Records Management Code of Practice](#) and stored on the practice system.

Rapid Health keeps a copy of requests for a year, for technical support purposes. They are deleted after a year.

Can Rapid Health access the information?

Rapid Health must be able to access the information to meet its legal responsibilities as a data processor, for example to help the data controller (the practice) in providing subject access and allowing data subjects to exercise all their other rights under GDPR, and to provide technical support.

Only highly qualified technical staff with permission can access the data when the data controller asks for this, or if there is a technical problem. Strong controls are in place and a full audit trail kept.

Is Rapid Health NHS approved?

Yes. Rapid Health has passed all stages of assurance to interact with the practice patient record systems, EMIS and SystemOne.

What security credentials does Rapid Health have?

Rapid Health has completed NHS [Data Security and Protection Toolkit assurance](#) (under NHS ODS code 8KG49), and [Cyber Essentials](#) certification.

Rapid Health has successfully completed NHS Digital Technology Access Criteria assurance (under NHS ODS code 8KG49).

Rapid Health is fully compliant with [DCB0129](#), which is for manufacturers of health IT software, and has a UKCA [Class 1 medical device](#) registered with the MHRA.

Rapid Health systems are independently penetration tested by an accredited [CREST](#)/CHECK supplier to CREST/CHECK standards at least once a year.

Is Rapid Health GDPR compliant?

Yes.

<p>1) Data Controller contact details</p>	<p>The Groves Medical Centre 171 Clarence Avenue New Malden KT3 3TX Swlicb.groves-enquiries@nhs.net, 020 8336 6565</p>
<p>2) Data Protection Officer contact details</p>	<p>IG Health Dpo.swl@nhs.net 07894826037</p>
<p>3) Purpose of the processing</p>	<p>To provide the Secretary of State and others with information and reports on the status, activity and performance of the NHS. The provide specific reporting functions on indentified</p>
<p>4) Lawful basis for processing</p>	<p>And</p> <p><i>Article 9(2)(h) "processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services on the basis of Union or Member State law or pursuant to contract with a health professional and subject to the conditions and safeguards referred to in paragraph 3;"</i></p>
<p>5) Recipient or categories of recipients of the shared data</p>	<p>The data will be shared with NHS Digital according to directions which can be found at https://digital.nhs.uk/article/8059/NHS-England-Directions-</p>
<p>6) Rights to object</p>	<p>You have the right to object to some or all of the information being shared with NHS Digital. Contact the Data Controller or the practice.</p>

<p>7) Right to access and correct</p>	<p>You have the right to access the data that is being shared and have any inaccuracies corrected. There is no right to have accurate medical records deleted except when ordered by a court of Law.</p>
<p>8) Retention period</p>	<p>The data will be retained for active use during the processing and thereafter according to NHS Policies and the law.</p>
<p>9) Right to Complain.</p>	<p>You have the right to complain to the Information Commissioner's Office, you can use this link https://ico.org.uk/global/contact-us/</p> <p>or calling their helpline Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate)</p> <p>There are National Offices for Scotland, Northern Ireland and Wales, (see ICO website)/</p>