



Privacy Notice

This privacy notice explains why Herstmonceux Integrative Health Centre collects information about you, how we keep it safe and confidential and how that information may be used.

Why we collect information about you

One of the biggest changes to the United Kingdom data privacy law comes into effect on the 25th May 2018. The General Data Protection Regulation (GDPR) means that you will have more control over how your data is stored and shared. To reflect the changes and new obligations, we have updated our privacy notice which tells you what we do with your personal data, how it is used and your rights under the changes.

Health care professionals who provide you with care are required by law to maintain records about your health and any treatment or care you have received within any NHS organisation. These records help to provide you with the best possible healthcare.

We collect and hold data for the sole purpose of providing healthcare services to our patients. In carrying out this role we may collect information about you which helps us respond to your queries or secure specialist services. We may keep your information in written form and/or in digital form. The records may include basic details about you, such as your name and address. They may also contain more sensitive information about your health and information such as outcomes of needs assessments.

Details we collect about you

The health care professionals, who provide you with care in our Practice, maintain records about your health and any treatment or care you have received previously or elsewhere (e.g. NHS Hospital Trust, other GP Surgery, Out of Hours GP Centre, Accident and Emergency departments, Walk-in clinic, etc.). These records help us to provide you with the best possible healthcare.

Records which we may hold about you may include the following:

- Details about you, such as your address and next of kin and emergency contacts
- Your home telephone number, mobile phone number, email address
- Any contact the surgery has had with you, such as appointments, clinic visits, immunisations, emergency appointments
- Notes and reports about your health, treatment and care
- Results of investigations, such as laboratory tests, x-rays, etc.
- Relevant information from other health professionals, relatives or those who care for you



How we keep your information confidential and safe

All your GP NHS health records are kept electronically. Our GP records database is hosted by EMIS Health Ltd, who is acting as a data processor. All information about you is stored on their secure servers and it is protected by appropriate levels of physical and electronic security with access being restricted to authorised personnel.

We also make sure that colleagues who are data processors and support us, are legally and contractually bound to operate and prove security arrangements are in place where data that could or does identify a person are processed.

We will only e-mail you or use your mobile number to send you text messages regarding matters of medical care, such as appointment reminders and (if appropriate) test results. Unless you have separately given us your explicit consent, we will not email you for non-medical matters such as surgery newsletters and other information.

How we use information about you

Confidential patient data will be shared within the healthcare team at the Practice, including nursing staff, administration staff, secretaries and receptionists as well as with other healthcare professionals who you may be referred to as part of your diagnosis and treatment. Those individuals have a professional and contractual duty of confidentiality and are bound by strict rules about information associated with you.

Direct care is considered to be care that the team within the Practice provide to you with most if not all the care, being provided within the Practice. When you agree to be referred to another healthcare professional for direct care such as a referral to a hospital specialist, we will only share necessary and relevant information about you, your circumstances and the history associated with your health problem. The information that we share is to ensure that other healthcare professionals provide the most appropriate advice, investigations, treatments, therapies and care.

The processing of your personal data in the delivery of direct care for our administrative purposes in our Practice and in support of your care by other healthcare professionals is supported under Article 6 and 9 of the General Data Protection Regulations.

Who do we share your information with?

1. Mandatory disclosures of information

We are sometimes legally obliged to disclose information about you to relevant authorities. In these circumstances the minimum identifiable information that is essential to serve that legal purpose will be disclosed. That organisation will also have a professional and contractual duty of confidentiality. Data will be anonymised if at all possible before disclosure if this would serve the purpose for which the data is required. Organisations that we are sometimes obliged to release information to include:

- NHS Digital (e.g. the National Diabetes Audit)
- Care Quality Commission
- DVLA



- General Medical Council
- HMRC
- NHS Counter Fraud
- Police
- The Courts
- Public Health England
- Local Authorities (Social Services)
- The Health Service Ombudsman

2. Permissive disclosures of information

Only with your explicit consent can Herstmonceux Integrative Health Centre release information about you from your GP record to relevant organisations. These may include:

- Your employer
- Insurance companies
- Solicitors
- Local Authorities
- Police

3. Accessing your information on other databases

Herstmonceux Integrative Health Centre can access certain medical information about you when relevant or necessary that is held on other databases (i.e. under the control of another data controller). These include NHS Digital's Open Exeter database. Accessing such information would only be for your direct medical care.

4. Research

Herstmonceux Integrative Health Centre sometimes undertakes accredited research projects. Where this involves accessing identifiable patient information, we will only do so with your explicit consent and Research Ethics Committee approval.

Your right to opt-out of sharing your information

You have the right to opt-out (or object) to ways in which your information is shared, both for direct medical care purposes (such as the national NHS data sharing schemes), i.e. primary uses of your information or for purposes other than your direct medical care – so-called secondary uses. You can opt out by writing to the Practice Manager.

Accessing your own medical information

You have the right to access your own GP record. Details of how to do this can be found on our web site. You can also sign up to have secure online access to your electronic GP record. Again, details of how to do this can be found on our website.



Complaints

If you have concerns or are unhappy about any of our services, please contact Mischa Butler, Practice Manager. Details of how to complain are on our website or available in the surgery.

For independent advice about data protection, privacy, and data sharing issues, you can contact:

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF
Phone: 08456 30 60 60
Website: www.ico.gov.uk

Further Information

If you would like any further information about primary or secondary uses of your GP record, opting out, the NHS Databases, access to your medical record, confidentiality, or about any other aspect of NHS data sharing or your medical records, then please do contact:

Data Protection Officer: Melanie Ingham
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East Sussex
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Practice Manager: Mischa Butler
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