

## Privacy Policy

### Your information, what you need to know

This privacy notice explains why we collect information about you, how that information may be used and how we keep it safe and confidential.

From 25 May 2018, the current Data Protection Act will be replaced by the EU General Data Protection Regulation (GDPR) and a new Data Protection Act. All uses of your information will comply with the GDPR and the new Data Protection Act from that date onwards.

The Hand Surgery Practice has two parts to it; Private Practice and Medico-Legal. This privacy notice covers both aspects.

### Your rights

Under the GDPR everybody has the right to see, or have a copy, of data we hold that can identify you, with some exceptions. You do not need to give a reason to see your data.

If you want to access your data you must make the request in writing. Under special circumstances, some information may be withheld. If you wish to have a copy of the information we hold about you, please contact the practice. If I cannot comply with your request to exercise your rights we will usually tell you why. Your information will usually be provided to you in writing, unless otherwise requested. If you have made the request electronically (e.g. by email) the information will be provided to you by electronic means where possible. Multiple requests for review of your records may incur a charge.

You are entitled to the following under data protection law.

Under Article 15(1) of the GDPR I must usually confirm whether I have personal information about you. If I do hold personal information about you I usually need to explain to you:

- The purposes for which I use your personal information
- The types of personal information I hold about you
- Who your personal information has been or will be shared with, including in particular organisations based outside the EEA.
- If your personal information leaves the EU, how I will make sure that it is protected
- Where possible, the length of time I expect to hold your personal information. If that is not possible, the criteria I use to determine how long I hold your information for
- If the personal data I hold about you was not provided by you, details of the source of the information
- Whether I make any decisions about you solely by computer and if so details of how those decision are made and the impact they may have on you
- Your right to ask me to amend or delete your personal information
- Your right to ask me to restrict how your personal information is used or to object to my use of your personal information
- Your right to complain to the Information Commissioner's Office

I also need to provide you with a copy of your personal data, provided specific exceptions and exemptions do not apply.

## **Change of Details**

It is important that you tell the practice manager if any of your details such as your name or address have changed or if any of your details are incorrect in order for this to be amended. Please inform us of any changes so our records for you are accurate and up to date.

## **Our Website**

Our website does not collect any information about you. If you want to contact us please do so either by telephone (01342 851088) or e-mail ([hand-surgery@harry-belcher.co.uk](mailto:hand-surgery@harry-belcher.co.uk)).

## **How we keep your information confidential and safe**

Information provided in confidence will only be used for the purposes advised, unless there are other circumstances covered by the law. All our staff are expected to make sure information is kept confidential.

Our records may be electronic, on paper or a mixture of both, and we use a combination of working practices and technology to ensure that your information is kept confidential and secure. Your records are backed up securely. We ensure that the information we hold is kept in a secure location, is protected by appropriate security and access is restricted to authorised personnel.

We also make sure external data processors that 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 maintain our duty of confidentiality to you at all times. We will only ever use or pass on information about you if others involved in your care have a genuine need for it. We will not disclose your information to any third party without your permission unless there are exceptional circumstances (i.e. life or death situations), or where the law requires information to be passed on.

## **Why we collect information about you**

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

We process the personal data of individuals for the purpose of providing healthcare services to our patients or those who are engaged in a medic-legal dispute. In carrying out this role we may collect information about you which helps us respond to your queries. We may keep your information in written form and/or in digital form. We process data because it is necessary for the provision of direct healthcare services for private patients and for medico-legal purposes it is in our legitimate interest to do so. We need to see and analyse documents containing this information in order to provide our expert advice.

## **Details we collect about you**

We maintain records about your health and any treatment or care you have received previously (where we have been informed of this by the referring practitioner). These records help to provide you with the best possible healthcare.

Records which this practice may hold about you may include the following:

- Details about you, such as your address, date of birth and next of kin
- Any contact we have had with you, such as appointments, clinic visits etc.
- Notes and reports about your health
- Details about your treatment and care
- Results of investigations, such as laboratory tests, x-rays, etc.
- Relevant information from other health professionals or those who care for you
- Photographs of your hands. These can be from before, during or after surgery.
- Financial information (including insurance policy details)

## **How we collect information:**

We may collect information about you from the following sources:

- GPs, Dentists, Other hospitals, both NHS and private, Mental health providers, Commissioners of healthcare services, Other clinicians (including their medical secretaries)
- Directly from you
- From third parties when: a) You are referred to me b) I liaise with your current or former employer, health professional or other treatment or benefit provider, c) I liaise with your family, d) I liaise with your insurance policy provider, e) I deal with experts (including medical experts) and other service providers about services you have received or are receiving from me, f) I deal with NHS health service bodies about services you have received or are receiving from me, g) I liaise with debt collection agencies, i) I liaise with Government agencies, including the Ministry of Defence, the Home Office and HMRC.

## **How we communicate with you**

I may communicate with you in a range of ways, including by telephone, SMS, encrypted email, and / or post. You may indicate which method of communication you prefer at first contact.

## **How we use your information**

### **Onward care**

We pass on your relevant clinical information to other healthcare providers who we are referring you to for onward treatment. You can object to your personal information being shared with other health care providers but if this limits the treatment that you can receive then we will explain this to you at the time. We may also need to share your personal information with (but not limited to) the following third parties:

- Anyone that you ask me to communicate with or provide as an emergency contact, for example your next of kin or carer
- NHS organisations, including NHS Resolution, NHS England, Department of Health,
- Your GP
- Other clinicians (including their medical secretaries)
- Third parties who assist in the administration of your healthcare, such as insurance companies - If you are insured then we do need to discuss your insurance claim with your insurer in order to process the paperwork. They do on occasion request a copy of the clinic letter, the GP referral and a completed claim form in order to process your request. Your insurer will have notified you of this in their terms and conditions and as such you will have agreed to the sharing of this information.

**Other third parties who we may share your information with:**

- Private Healthcare Information Network
- National and other professional research/audit programmes and registries
- Government bodies, including the Ministry of Defence, the Home Office and HMRC
- Our regulators, like the Care Quality Commission, Health Inspectorate Wales and Healthcare Improvement Scotland
- The police and other third parties where reasonably necessary for the prevention or detection of crime
- Our insurers – If we have a legal claim raised against us we need to inform our insurers of all the parties involved
- Debt collection agencies – If we fail to recoup any outstanding balances due to us we will engage the services of a debt collection agency. They will require certain personal information in order to collect the outstanding debt.
- Our third party service providers such as IT suppliers, auditors, lawyers and tax advisers
- Clinical Research - Sometimes your information may be used for research purposes and any data will be anonymised
- Clinical audit - Information may be used for clinical audit to monitor the quality of the service provided. Some of this information may be held centrally and used for statistical purposes. Where we do this we take strict measures to ensure that individual patients cannot be identified

**Data Retention**

I will only keep your personal information for as long as reasonably necessary to fulfil the relevant purposes set out in this Privacy Notice and in order to comply with my legal and regulatory obligations. If you would like further information regarding the periods for which your personal information will be stored, please contact the practice. We hold patient records for a minimum of 10 years.

**Legal action**

As a provider of healthcare, I am subject to a wide range of legal and regulatory responsibilities which is not possible to list fully here. I may be required by law or by regulators to provide personal information, and in which case I will have a legal responsibility to do so. From time to time, clinicians are unfortunately also the subject of legal actions or complaints. In order to fully investigate and

respond to those actions, it is necessary to access your personal information (although only to the extent that it is necessary and relevant to the subject-matter).

### **Notification**

The GDPR requires organisations to register a notification with the Information Commissioner to describe the purposes for which they process personal and sensitive information.

We are registered as a data controller and our registration can be viewed online in the public register at: [http://ico.org.uk/what\\_we\\_cover/register\\_of\\_data\\_controllers](http://ico.org.uk/what_we_cover/register_of_data_controllers)

Any changes to this notice will be published on our website.

### **Complaints**

If you have concerns or are unhappy about any of our services, please contact the Practice Manager. 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](http://www.ico.gov.uk)