

# Privacy Notice

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

## What this privacy notice is for

This notice is intended to provide information on how we use (or "process") personal data about individuals including staff and the public. This information is provided because Data Protection Law gives individuals rights to understand how their data is used.

## Why we need information about you

We may collect about you may include information that helps us respond to your queries or complaints. We may keep your information in written form and/or in digital/electronic form. The records will include basic details about you, such as your name, telephone and email.

All information about you is treated confidentially and is not shared or passed to a third party without the express consent. Any information we collect will not be used to market to you unless specifically specified and approved by yourself.

## Details we collect about you

Information we will collect about you:

### Member Area

Name, Email, Username

We may also collect other similar information via online forms but will notify the customers / users that data is being collected and will only be collected if agreed.

**N.B.** In the event that our recorded data is utilised for research purposes, all such data will be sufficiently anonymised to the extent that individual users cannot be identified. Should a user indicate that their data should not be used for these purposes, we would refrain from using that data.

In accordance with our need to maintain the possibility of access to user data as a result of returning users or those who may wish to lodge a complaint or a query.

If you are aged 18 or under, please get your parent or guardian's permission before you provide any personal information to us. Users without this consent are not allowed to provide us with personal information.

## **How we collect data**

We may collect personal data from the individual directly (e.g. phone). But we also collect information via a number of online mediums. This could be through various online systems or the website.

We will collect information through forms, or simply in the ordinary course of interaction or communication (such as email).

## **Responsibility for data protection**

At Catherine House Surgery, Practice Manager will deal with all your requests and enquiries concerning the companies use of your personal data and endeavour to ensure that all personal data is processed in compliance with this policy and Data Protection Law.

## **Sharing of your data with other organisations**

Catherine House Surgery will not share personal information with any other entity unless required to do so by law or with your express permission.

But in accordance with Data Protection Law, some of the Catherine House Surgery processing activity is carried out on its behalf by third parties, such as IT systems, web developers or cloud storage providers. This is always subject to contractual assurances that personal data will be kept securely.

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

Everyone working for our organisation is subject to the Common Law Duty of Confidence. Information provided in confidence will only be used for the purposes advised with consent given by the user.

All our staff are expected to make sure information is kept confidential staff are not permitted to access information that is not relevant to the matter at hand.

Any booking information 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.

We ensure that the information we hold is kept in secure locations, is protected by appropriate security and access is restricted to authorised personnel.

For our website we use external data processors that have ISO 27001 Accreditation and have a Data Security Policy in place.

## How long we keep your personal data

We will retain personal data securely and only in line with how long it is necessary to fulfil the purposes we collected it for.

If you have any specific queries about how our retention policy is applied or wish to request that personal data that you no longer believe to be relevant is considered for erasure, please contact the Practice Manager by email [catherinehousesurgery@nhs.net](mailto:catherinehousesurgery@nhs.net).

## Access to your information

Under the Data Protection Act 2018 everybody has the right to see or have a copy; of data we hold that can identify you and to have it amended or removed should it be inaccurate. You do not need to give a reason to see your data.

You have the right to withdraw your consent to the processing at any time.

If you want to access your data you must make the request in writing. If you wish to have a copy of the information we hold about you please contact: Practice Manager by email [catherinehousesurgery@nhs.net](mailto:catherinehousesurgery@nhs.net).

## Complaints

If you have concerns or are unhappy about any of our services please contact us.

**Contact:** Practice Manager

**Company:** Catherine House Surgery

**Tel:** 01803 862073

**Email:** [catherinehousesurgery@nhs.net](mailto:catherinehousesurgery@nhs.net)

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

### Customer Contact

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

SK9 5AF

**Phone:** 0303 123 1113

**Website:** [www.ico.gov.uk](http://www.ico.gov.uk)

**Last Reviewed:** May 2018