**BRADLEY STOKE SURGERY**

**GDPR – PATIENT PRIVACY NOTICE**

**Document Control**

**A. Confidentiality Notice**

This document and the information contained therein is the property of Bradley Stoke Surgery.

This document contains information that is privileged, confidential or otherwise protected from disclosure. It must not be used by, or its contents reproduced or otherwise copied or disclosed without the prior consent in writing from the Business Manager.

**B. Document Details**

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# BRADLEY STOKE SURGERY

**Patient Privacy Notice**

**Who We Are**

Bradley Stoke Surgery gathers and processes your personal information in accordance with this privacy notice and in compliance with the relevant data protection regulation and laws. This notice provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

Bradley Stoke Surgery’s registered office is at Brook Way, Bradley Stoke, Bristol, BS32 9DS. We are registered on the Information Commissioner's Office Register; registration number Z5542018, and act as the data controllerwhen processing your data**.** Our designated Data Protection Officer can be contacted at Bradley Stoke Surgery, Brook Way, Bradley Stoke, Bristol, BS32 9DSor by telephone 01454 616262.

**Information That We Collect**

Bradley Stoke Surgery processes your personal information to meet our legal, statutory and contractual obligations and to provide you with our services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this notice.

***The personal data that we collect from is: -***

* Name
* Date of Birth
* Home Address
* Home Telephone Number
* Mobile Telephone Number
* Next of Kin
* Medical history
* Ethnicity
* Disability
* Religion

***We collect information in the below ways: -***

* Registration Form
* Change of address/name forms
* Previous GP records
* On line application forms
* Prescription requests
* Automated Arrivals System

**How We Use Your Personal Data (***Legal Basis for Processing)*

Bradley Stoke Surgery takes your privacy very seriously and will never disclose, share or sell your data without your consent; unless required to do so by law. We only retain your data for as long as is necessary and for the purpose(s) specified in this notice.

***The purposes and reasons for processing your personal data are detailed below: -***

* *We collect your personal data to provide a service to you.*
* *We collect special category data about you, to ensure that any disabilities, health conditions and religious requirements are known.*

We use patients’ details to help us to provide healthcare services to them as part of our duty of care and we have processes in place to send messages to patients and this includes text messages for appointment reminders, targeted campaigns, screening interventions and reviews as well as Friends and Family Tests. Patient should inform the surgery in writing if they do not wish to receive text messages.

**Your Rights**

You have the right to access any personal information that Bradley Stoke Surgery holds about you and to request information about: -

* What personal data we hold about you
* The purposes of the processing
* The categories of personal data concerned
* The recipients to whom the personal data has/will be disclosed
* How long we intend to store your personal data for
* If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to do so as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing (*where applicable)* in accordance with the data protection laws; as well as to object to any direct marketing from us. Where applicable, you have the right to data portability of your information and the right to be informed about any automated decision-making we may use.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

**Sharing and Disclosing Your Personal Information**

We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement.

**Safeguarding Measures**

Bradley Stoke Surgery takes your privacy seriously and takes every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, ***including: -***

**Railex locked file system**

**Restricted access electronic information**

**Locked filing cabinet**

**Firewall**

**Anti-virus software**

**Transfers Outside the EU**

Personal data in the European Union is protected by the General Data Protection Regulation (GDPR) but some other countries may not necessarily have the same high standard of protection for your personal data. Bradley Stoke Surgery does not transfer or store any personal data outside the EU.

**Consequences of Not Providing Your Data**

You are not obligated to provide your personal information to Bradley Stoke Surgery, however, as this information is required for us to provide you with our services, we will not be able to offer our services without it.

**How Long We Keep Your Data**

Bradley Stoke Surgery only ever retains personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. We are required to keep your information whilst you are a patient at the surgery. We are required to transfer all of your medical records to the local Health Authority once we are notified that you have left the surgery.

**Special Categories Data**

Owing to the services and treatments we offer, Bradley Stoke Surgery sometimes needs to process sensitive personal information [known as special category data] about you. This can include, but is not limited to information about any disabilities, health conditions and religious requirements.

Where we collect such information, we do so under the ***GDPR’s 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. We will only request and process the minimum necessary for the specified purpose and ensure that the required protective measures and security is placed on all special category data.

# National Data Opt-out

The national data opt-out was introduced on 25 May 2018, enabling patients to opt out from the use of their data for research or planning purposes, in line with the recommendations of the National Data Guardian in her [Review of Data Security, Consent and Opt-Outs](https://www.gov.uk/government/publications/review-of-data-security-consent-and-opt-outs).

Patients can view or change their national data opt-out choice at any time by using the online service at [www.nhs.uk/your-nhs-data-matters](https://www.nhs.uk/your-nhs-data-matters/) or by calling 0300 3035678.

By 2020 all health and care organisations are required to be compliant with the national data opt-out policy. NHS Digital and Public Health England are already compliant and are applying national data opt-outs.

Patients can find out more and set their opt-out choice at [nhs.uk/your-nhs-data-matters](https://www.nhs.uk/your-nhs-data-matters/).

**Lodging A Complaint**

Bradley Stoke Surgery only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.

**Bradley Stoke Surgery**

Amanda Nel

Brook Way

Bradley Stoke

Bristol  
BS32 9DS

Telephone: 01454 616262

**Supervisory Authority**

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone: 0303 123 1113 (local rate) or 01625 545745 (national rate)

Fax: 01625 524510

Email: enquiries@ico.org.uk