

EASTGATE MEDICAL GROUP/HASTINGS MEDICAL CENTRE

PRACTICE PRIVACY NOTICE

The following notice provides details of why and how the practice collects, stores, uses, and shares your personal information for lawful purposes. This is in accordance with the principles and rights laid down in the Data Protection Act 2018 (DPA) and the General Data Protection Regulations 2018 (GDPR).

Eastgate Medical Group is registered as a data controller with the Information Commissioners Office (ICO) and the registration number is Z5105938. The registration includes Hastings Medical Centre.

Our contact details are:

Eastgate Medical Group 37 Eastgate Hornsea HU18 1LP Tel 01964 530350

Eastgate Medical Group 2 Cross Street Aldbrough HU11 4RW Tel 01964 527066

Hastings Medical Centre 919 Spring Bank West, Hull. HU5 5BE Tel 01482 351219

Our Data Protection Officer is Barry Jackson who provides the service through a company called N3i. Contact details for Barry are shown below.

Mr Barry Jackson
Head of Information Governance
N3i
The View
Bridgehead Business Park
Hull
HU13 0GD

By phone through the N3i service desk 0300 002 0001

By email dpo@n3i.co.uk

What data do we hold and why?

The data we collect and hold about you is

1. **Personal data** including name, date of birth, address etc.
2. **Sensitive data** including details of appointments, medication, clinical notes, results of investigations, details of treatment received, race, ethnic origin and sexual orientation.

Together this information makes up your health or medical record and we are permitted to keep this information in order to provide you with healthcare services.

Information is collected from many sources including you and it is very important for you to notify us of any changes to your personal circumstances, e.g., change of address or change of telephone number. As well as receiving information electronically using secure connections provided by the NHS, for example NHS Mail or the NHS encrypted network connection, we receive physical correspondence from the internal NHS mail service and the Royal Mail.

We only keep information if it is needed and to comply with NHS Digital's record retention schedule.

Data collection and sharing

To allow us to provide the best healthcare for you, we may share your information with other organisations. In these circumstances it is only shared if it is appropriate and with your consent. Information is also received from other organisations which we use to keep your health record up to date. Examples of those with whom your data is received from and shared with are:

- NHS Trusts/Foundation Trusts
- Other GPs
- Ambulance Services
- Private healthcare providers
- NHS England and NHS Digital
- Social Services
- Community Care providers
- Local Authorities
- Education Services
- NHS Spine – Summary Care Record
- NHS North of England Commissioning Support Unit (NECS)
- Care Quality Commission

As well as sharing information for direct healthcare reasons, we may use information to provide data for the improvement and planning of services. E.g., as part of clinical research or as part of clinical audits within the practice. In such cases, data will be anonymised unless you have consented to be identified.

We may also share information as part of a legal review or statutory investigations, for example as part of a Care Quality Commission inspection.

You can choose not to share some or all your information with other organisations and it will not affect the care you receive within the practice however it may change possible treatment you receive elsewhere. A summary care record allows healthcare professionals within the NHS to access basic information about you where appropriate. This is set-up automatically on registration unless you choose to opt-out. You can choose to opt-out or reinstate consent at any time by contacting the practice.

Data Security

Under the legislation we have a responsibility to maintain the security and confidentiality of your data at all times. Health records are kept both electronically on the clinical software system EMIS Web, and in paper form in the traditional hand-written notes.

Electronic records are accessed using smartcard access systems which ensure that staff can only have access to that part of the system which they need to enable them to do their job. Staff

participate in regular training about using and protecting personal and sensitive data and policies are in place for staff to follow.

Paper records are protected by physical security which is reviewed and updated as needed and are only stored in the non-patient areas of the building where access is restricted to staff.

If you leave the area and register at another practice, your electronic records will be transferred securely by electronic means and your paper record will be transported to your new practice as part of the Primary Care Service England (PCSE) contract with Capita.

Disposal of personal or sensitive data is carried out by a third party under contract to maintain security and confidentiality.

Please note telephone calls are recorded for training and monitoring purposes. Calls are held for three years after which the recording is destroyed.

Your rights

Legislation provides you, the data subject, with 8 rights including the following.

You have the right to view or access the information we hold about you and if you would like to see your records please ask at the practice for details. We will respond to your application within one month but where this is not possible, we will inform you of the reason for the delay.

If you believe the information held about you is incorrect you have the right to ask for it to be corrected or erased. We will respond within one month of your request for the alteration but where this is not possible, we will let you know the reason for the delay.

You have the right to withdraw consent for your information to be shared outside the practice and if you would like to do so, please contact the practice.

If you are unhappy about the way your information is being collected, shared and stored by the practice please put your concerns in writing to the practice manager in the first instance.

For more information about your rights under DPA (2018)/GDPR please visit

<https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

Reviewed December 2023