

## **ELSENHAM SURGERY**

### **Privacy Notice**

#### **What is a privacy notice?**

A privacy notice is a statement that discloses some or all of the ways in which the practice gathers, uses, discloses and manages a patient's data. It fulfils a legal requirement to protect a patient's privacy.

#### **Why do we need one?**

To ensure compliance with the General Data Protection Regulation (GDPR), Elsenham Surgery must ensure that information is provided to patients about how their personal data is processed in a manner which is:

- Concise, transparent, intelligible and easily accessible;
- Written in clear and plain language, particularly if addressed to a child; and
- Free of charge

#### **What is the GDPR?**

The GDPR replaces the Data Protection Directive 95/46/EC and is designed to harmonise data privacy laws across Europe, to protect and empower all EU citizens' data privacy and to reshape the way in which organisations across the region approach data privacy. The GPDR came into effect on **25 May 2018**.

#### **How do we communicate our privacy notice?**

At Elsenham Surgery, the practice privacy notice is displayed on our website, through signage in the reception area(s), and in writing during patient registration (by means of a leaflet). We will:

- Inform patients how their data will be used and for what purpose
- Allow patients to opt out of sharing their data, should they so wish.

## **What information do we collect about you?**

We will collect information such as personal details, including name, address, next of kin, records of appointments, visits, telephone calls, your health records, treatment and medications, test results, X-rays, etc. and any other relevant information to enable us to deliver effective medical care.

## **How do we use your information?**

Your data is collected for the purpose of providing direct patient care; however, we can disclose this information if it is required by law, if you give consent or if it is justified in the public interest. The practice may be requested to support research; however, we will always gain your consent before sharing your information with medical research databases such as the Clinical Practice Research or others when the law allows.

## **Maintaining confidentiality**

We are committed to maintaining confidentiality and protecting the information we hold about you. We adhere to the General Data Protection Regulation (GDPR), the NHS Codes of Confidentiality and Security, as well as guidance issued by the Information Commissioner's Office (ICO).

## **Risk stratification**

Risk stratification is a mechanism used to identify and subsequently manage those patients deemed as being at high risk of requiring urgent or emergency care. Usually this includes patients with long-term conditions, e.g. cancer. Your information is collected by a number of sources, including Elsenham Surgery and this information is processed electronically and given a risk score which is relayed to your GP who can then decide on any necessary actions to ensure that you receive the most appropriate care.

## **Invoice validation**

Your information may be shared if you have received treatment, to determine which Clinical Commissioning Group (CCG) is responsible for paying for your treatment. This information may include your name, address and treatment date. All of this information is held securely and confidentially; it will not be used for any other purpose or shared with any third parties.

## **Opt-outs**

You have a right to object to your information being shared. Should you wish to opt out of data collection, please contact a member of staff who will be able to explain how you can opt out and prevent the sharing of your information; this is done by registering a Type 1 opt-out, preventing your information from being shared outside this practice.

## **Accessing your records**

You have a right to access the information we hold about you, and if you would like to access this information, you will need to complete a Subject Access Request (SAR) please make your request in writing to the Practice Manager, kgreaves1@nhs.net. Furthermore, should you identify any inaccuracies; you have a right to have the inaccurate data corrected.

GDPR provides 8 main rights for individuals, these are:

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. Rights in relation to automated decision making and profiling.

## **Retention of data**

In accordance with the NHS Codes of Practice for Records Management

<https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/records-management-code-of-practice-for-health-and-social-care-2016>

## **Our Website**

Privacy Notice only applies to the practice. Link to any other website, please read their Privacy Notice. WE TAKE NO RESPONSIBILITY for content of other website. The practice website uses cookies. For more information on which cookies our website uses and how they are used , please go to:

<https://elsenhamsurgery.secure-gpsite.nhs.uk/index.php?disclaimer=1#cookies>

## **Cookies**

Cookies are small text files located in browser directories. When you visit a site that uses cookies for the first time, a cookie is downloaded onto your PC. The next time you visit that site, your PC checks to see if it has a cookie that is relevant (that is, one containing the site name) and sends the information contained in that cookie back to the site. The site then 'knows' that you have been there before, and in some cases, tailors what pops up on screen to take account of that fact.

### **Are they good or bad?**

They are beneficial because they can record preferences and store data (e.g. what's in your online shopping cart). They can make sites easier to navigate and create a more personal browsing experience. The negative aspect of cookies is that information about you, however benign, is collected and stored by a website and can be used to market services to you or shared with a third party who may wish to do the same.

## WiFi

Elsenham Surgery provides free publicly accessible WiFi. The service has been kindly provided by West Essex CCG. Use of the WiFi service is conditional, and by making use of the WiFi provided, you are indicating your agreement to the terms. The practice has no access to data held or control over WI-FI and password provided where terms and conditions apply.

### What to do if you have any questions

Should you have any questions about our privacy policy or the information we hold about you, you can:

Ask to speak to the Practice manager Karen Greaves

Elsenham Surgery  
Station Road  
Elsenham  
Bishops Stortford  
Herts  
CM22 6LA

[kgreaves1@nhs.net](mailto:kgreaves1@nhs.net) or DD: 01279 818006

The Data Protection Officer is:

Jane Marley West Essex CC

If you have a complaint about how your data is processed that cannot be resolved with the Practice, you have the right to complain to the Information Commissioner. You can do this by contacting the Information Commissioner's Office at [www.ico.org.uk](http://www.ico.org.uk).