

We understand how important it is to keep your personal information safe and secure. This leaflet explains how we collect information about you, how we keep it safe and private, and how we may use that information.



### What is a Privacy Notice?

A Privacy Notice helps us explain how we use information we have about you, like your name, address, date of birth, and the notes we make about you in your healthcare record.

We need a Privacy Notice to make sure we meet our legal responsibilities under the UK General Data Protection Regulation (UK GDPR for short) and the Data Protection Act 2018 for all data after 31 December 2020.

We have a copy of our most up to date Privacy Notice on our website [www.cowesmedicalcentre.co.uk](http://www.cowesmedicalcentre.co.uk) and in our waiting room on the noticeboard. You will see messages about this on the tv screens in our waiting room. UK GDPR means you can ask to see information we hold about you – usually you need to ask for this in writing and tell us what information you want us to give you. We usually need to answer you within one month and this is usually free of charge. If you think there are any errors in the information we hold about you, then you can ask us to correct it, but the law says we cannot remove it. You also have the right to ask us not to share your information (other than for your direct care).



### Why do we record information about you?

We have to keep a record about your health and any treatment that we give you. This is called your GP record, and helps us to really look after you. Your GP record is used to help keep you well, or make you better when you are not so well.



### How do we keep your information safe and private?

We know that it is very important to protect the information we have about you. We make sure we follow the rules and regulations on this. We have a really secure computer system and paper records in locked rooms in a secure area. This includes taking great care with any passwords we use which we change on a regular basis. We also train our staff to respect patients' privacy.



### What information do we record?

We keep a record of every time that you see someone here, as well as times that you have been seen somewhere else about your healthcare such as in the Accident and Emergency department or a hospital consultant. We keep a record of:

- your name, address, information about those looking after you (your parents, carer or guardian)
- Your telephone, mobile and email address (if you have these) and want to share these with us



**How do we use the information we collect about you?**

- Details of your appointments, visits, telephone calls, your health record, treatment and medicines
- Any test you have had (such as blood tests) or any scans or x-rays

All your information is very private and we won't tell anyone else about it unless they are also looking after you, or trying to get you better. And only then if they really need to know about it. The staff at this Practice can look at your record if they need to, and if they do they are not allowed to tell anyone else about it.

Sometimes we might need to share this information with other health or social care teams, such as a hospital if you need to be seen by a special doctor or sent for an x-ray. And sometimes we need to look at information they have recorded about you to help with your ongoing care.

Sometimes we are required by law, by a judge, or by the Police, to provide information, or to help prevent the spread of illness. And sometimes we have to tell other people if we are worried that you, or someone else in your family, could be in danger.

We will only use your, or someone who cares for you, telephone, mobile or email address for your care - such as reminding you about an appointment, and with your permission for SMS texting and email.



**What if you don't want to share your information?**

All our patients, no matter what their age, can say that they don't want to share their information if it is not about their direct care. If you are under 16 this is something your parents or guardians will have to decide. They can get more information from our team and also explain what that means to you.



**What if you have a question about the information we keep or share?**

You/or your parents or carer can:

- Speak to a patient adviser and ask a member of the team to call you
- Write to Practice with your question
- Email your question to: [hiowicb-hsi.cowesmcdpo@nhs.net](mailto:hiowicb-hsi.cowesmcdpo@nhs.net)



**What to do if you are not happy with how we manage your information?**

We really want to make sure you're happy, but we understand that sometimes things can go wrong. If you, your parents, guardian, carer are unhappy with any part of our data processing, you can complain. Please write to, or ask for, the Complaints Manager at the Practice.