

## Privacy Notice – Data Protection Act 2018

### Your information and how we use it

#### Why we collect information about you

Your practice is a member of SDSmyhealthcare GP Federation. The Federation is committed to improving primary and community-based services. It offers a wide range of high-quality health and social care services delivered from local sites at times and locations that are convenient to you. This includes access to evening and weekend face-to-face and telephone consultations.

The service is available up to 12 hours per day, 7 days a week and provides additional GP, Pharmacist, Practice Nurse and Healthcare Assistant appointments delivered from our Hubs. Patients will still be registered with their usual practice, but practice staff will be able to offer a greater choice of appointments either at your usual surgery or at one of the Hub sites. Patients will also be able to access a wide range of digital services using the PatientPack app.

#### How we keep your records confidential

Everyone working for the NHS is subject to the Common Law Duty of Confidence. Information provided in confidence will only be used for the purposes stated and where the patient has given their explicit consent, unless there are other circumstances covered by the law.

#### Information sharing with other NHS and non-NHS organisations

For your benefit, we may also need to share information we hold about you with other organisations involved in your care such as other NHS organizations, Social Services or charitable and voluntary bodies working with us to improve your care. However, we will not disclose any information to third parties without your explicit consent, unless there are exceptional circumstances, such as when the health or safety of yourself or others is at risk or where the law requires it.

If we are asked to share information with a non-NHS organisation that does not directly relate to your care, we will always seek your consent prior to any information being shared. If you choose not to consent to this when asked, then that decision will be recorded and respected.

#### Your right to object to us sharing your personal information

You have the right to object to the sharing of your personal information. The possible consequences will be fully explained to you so that you are able to make an informed decision.

#### Your rights under the Data Protection Act

Patients and service users, as data subjects, have a number of rights under the Data Protection Act, including a general right of access to personal data (electronic or paper) held about them. You can request this at any time and provide this to you within 28 days.

#### Our legal obligations

We do not rely on consent to use your personal information as a 'lawful basis for processing' regarding using your information for healthcare. We rely on the following specific provisions under Articles 6 (1c, 1e) (Lawful Processing) and 9 (2b,2h,2i) (Processing of Special Categories of Personal Data) of the GDPR [www.privacy-regulation.eu/en/article-6-lawfulness-of-processing-GDPR.htm](http://www.privacy-regulation.eu/en/article-6-lawfulness-of-processing-GDPR.htm)

Please note: You do have the right to say 'NO' to our use of your personal information but this may have an impact on our ability to

provide appropriate care or services. Please speak to a member of your treating team if you wish to exercise this.

#### Right of access to your SDSmyhealthcare data

You can make your own application to see the information SDSmyhealthcare holds about you, or you can authorise someone else to make an application for you. A parent or guardian, a patient representative, or a person appointed by the Court may also apply. If you wish to access your personal data, then please contact:

##### SDSmyhealthcare Limited

##### West Heath Medical Centre

194-196 West Heath Road, Birmingham, B31 3HB

In order for SDSmyhealthcare to fulfil its responsibilities under the Act, you may be asked to provide proof of your identity, and any further information required to locate the record you have requested.

#### Withholding information about you

Information may be withheld if the organization believes that releasing the information to you could cause serious harm to your physical or mental health. We do not have to tell you that information has been withheld.

Information may also be withheld if another person (i.e. third party) is identified in the record, and they do not want their information disclosed to you. However, if the other person was acting in their professional capacity in caring for you, in normal circumstances they could not prevent you from having access to that information.

#### Correcting inaccurate information

NHS organisations have a duty to ensure your information is accurate and up-to-date to make certain we have the correct contact and treatment details about you.

If your information is not accurate and up-to-date, you can ask us to correct the record. If we agree that the information is inaccurate or incomplete, it will be corrected. If we do not agree that the information is inaccurate, we will ensure that a note is made in the record of the point you have drawn to the organisation's attention.

#### Further Information

If you would like to know more about SDSmyhealthcare please go to our website. If you would like to know about how we use your information, or if (for any reason) you do not wish to have your information used in any of the ways described above, please speak to the health professionals concerned with your care. Alternatively ask to speak to the Practice Manager at your registered practice.

You can also speak to our Data Protection Officer should you have any concerns about the way your information is being used. The purpose of this role is to ensure the practice operates within the law. He can be contacted on [myhealthcare.ig@nhs.net](mailto:myhealthcare.ig@nhs.net)