

Privacy Notice for Dermatology Community Clinic Services Ltd

How we use your information to provide you with healthcare

- This service keeps medical records confidential and complies with the General Data Protection Regulation and UK data protection legislation.
- We hold your medical record so that we can provide you with safe care and treatment.
- We will also use your information so that this service can check and review the quality of the care we provide. This helps us to improve our services to you.
- We will share relevant information from your medical record with other health or social care staff organisations when they provide you with care. For example, your GP will share information when they refer you to a specialist in a hospital, or your GP will send details about your prescription to your chosen pharmacy.
- Healthcare staff working in A&E and out of hours care may also have access to your information. For example, it is important that staff who are treating you in an emergency know if you have any allergic reactions. This information may be obtained from your Summary Care Record. For more information see <https://digital.nhs.uk/summary-care-records>
- You have the right to request to have any mistakes in your medical record corrected.

Other important information about how your information is used to provide you with healthcare

Registering for NHS care

- All patients who receive NHS care are registered on a national database.
- This database holds your name, address, date of birth and NHS Number but it does not hold medical information about the care you receive.
- The database is held by NHS Digital, a national organisation which has legal responsibilities to hold the NHS register.
- More information can be found at: <https://digital.nhs.uk/services/systems-and-service-delivery/national-health-application-and-infrastructure-services/primary-care-registration> or the phone number for general enquires at NHS Digital is 0300 303 5678

Safeguarding

- Sometimes we need to share information so that other people, including healthcare staff, children or others with safeguarding needs, are protected from risk of harm.
- These circumstances are rare.

- We do not need your consent or agreement to share information in these circumstances, as we are required to do this.
- Please see local policies for more information: <http://www.safeguardingpeterborough.org.uk/>

We are required by law to provide you with the following information about how we handle your information to provide you with healthcare.

Purpose of the processing

- To provide direct health to individual patients.
- For example, when a patient agrees to a referral for direct care, such as to a hospital, relevant information about the patient will be shared with the other healthcare staff to enable them to give appropriate advice, investigations, treatments and/or care.
- To check and review the quality of care. This is called audit and clinical governance.

Lawful basis for processing

- These purposes are supported under the following sections of the General Data Protection Regulation:

Article 6(1)(e) ‘...necessary for the performance of a task carried out in the public interest or in the exercise of official authority...’; and

Article 9(2)(h) ‘necessary for the purposes of preventative 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...’

- Healthcare staff will also respect and comply with their obligations under the common law duty of confidence.

Recipient or categories of recipients of the processed data

The data will be shared with:

- healthcare professionals and staff in this service;
- local hospitals;
- out of hours services;
- diagnostic and treatment centres;
- or other organisations involved in the provision of direct care to individual patients.

Right to object

- You have the right to request to object to information being shared between organisations who are providing you with direct care.
- This may affect the care you receive.

- You are not able to object to your name, address and other demographic information being sent to, and held by, NHS Digital.
- This is necessary if you wish to be registered to receive NHS care.
- You are not able to object when information is legitimately shared for safeguarding reasons.
- In appropriate circumstances it is a legal and professional requirement to share information for safeguarding reasons. This is to protect people from harm.
- The information will be shared with the local safeguarding service(s).

Data we get from other organisations

- We receive information about your health from other organisations who are involved in providing you with health and social care.

Rights to object and the national data opt-out

- Most of the time, anonymised data is used for research and planning so that you cannot be identified.
- From 25th May 2018, the national data opt-out enables you have a choice about whether you want your identifiable confidential patient information to be used for research and planning.
- To find out more or to register your choice under the national data opt-out, please visit www.nhs.uk. You can change your mind about your choice at any time.

How your information is shared so this service can meet legal requirements

The law requires the service to share information from your medical records in certain circumstances. Information is shared so that the NHS or Public Health England can, for example:

- plan and manage services;
- check that the care being provided is safe;
- prevent infectious diseases from spreading.

We will share information with NHS Digital, the Care Quality Commission and local health protection team (or Public Health England) when the law requires us to do so. Please see below for more information.

We must also share your information if a court of law orders us to do so.

NHS Digital

- NHS Digital is a national body which has legal responsibilities to collect information about health and social care services.

- It collects information from across the NHS in England and provides reports on how the NHS is performing. These reports help to plan and improve services to patients.
- This service must comply with the law and will send data to NHS Digital, for example, when it is told to do so by the Secretary of State for Health or NHS England under the Health and Social Care Act 2012.
- More information about NHS Digital and how it uses information can be found at: <https://digital.nhs.uk/home>
- NHS Digital sometimes shares names and addresses of patients suspected of committing immigration offences with the Home Office. More information on this can be found here: <https://www.gov.uk/government/publications/information-requests-from-the-home-office-to-nhs-digital>

Care Quality Commission (CQC)

- This service is registered with the Care Quality Commission.
- The CQC regulates health and social care services to ensure that safe care is provided.
- The law says that we must report certain serious events to the CQC, for example, when patient safety has been put at risk.
- For more information about the CQC see: <http://www.cqc.org.uk/>

Public Health

- The law requires us to share data for public health reasons, for example to prevent the spread of infectious diseases or other diseases which threaten the health of the population.
- We will report the relevant information to local health protection team or Public Health England.
- For more information about Public Health England and disease reporting see: <https://www.gov.uk/guidance/notifiable-diseases-and-causative-organisms-how-to-report>

We are required by law to provide you with the following information about how we handle your information and our legal obligations to share data.

Purpose of the processing

- Compliance with legal obligations or court order.

Lawful basis for processing

The following sections of the General Data Protection Regulation mean that we can share information when the law tells us to:

- **Article 6(1)(c)** – ‘processing is necessary for compliance with a legal obligation to which the controller is subject...’
- **Article 9(2)(h)** – ‘processing is necessary for the purpose of preventative...medicine...the provision of health or social care or treatment or the management of health or social care systems and services...’

Recipient or categories of recipients of the processed data

- The data will be shared with NHS Digital.
- The data will be shared with the Care Quality Commission.
- The data will be shared with our local health protection team or Public Health England.
- The data will be shared with the court if ordered.

Rights to object and the national data opt-out

- There are very limited rights to object when the law requires information to be shared but government policy allows some rights of objection as set out below.

NHS Digital

- You have the right to object to your identifiable information being shared with NHS Digital for reasons other than your own direct care.
- This is called a ‘Type 1’ opt-out – you can ask your practice to apply this code to your record.
- <https://digital.nhs.uk/about-nhs-digital/our-work/keeping-patient-data-safe/how-we-look-after-your-health-and-care-information/your-information-choices/opting-out-of-sharing-your-confidential-patient-information>
- From 25th May 2018, the national data opt-out enables you have a choice about whether you want your identifiable confidential patient information to be used for research and planning. This replaces a ‘Type 2 opt-out’.
- To find out more or to register your choice under the national data opt-out, please visit www.nhs.uk. You can change your mind about your choice at any time.

NHS Digital sharing with the Home Office

- There is no right of objection to NHS Digital sharing names and addresses of patients who are suspected of having committed an immigration offence.

Public health

- Legally information must be shared under public health legislation. This means that you are unable to object.

Care Quality Commission

- Legally information must be shared when the Care Quality Commission needs it for their regulatory functions. This means that you are unable to object.

Court order

- Your information must be shared if it ordered by a court. This means that you are unable to object.

Data we hold about you

We hold data about you in electronic records. We use a combination of working practices and technology to ensure that your information is kept confidential and secure.

The type of data that we hold about you may include the following:

- Details about you, such as your address;
 - Any contact the service has had with you, such as appointments, clinic visits, , etc.
 - Notes and reports about your health;
 - Details about your treatment and care;
 - Results of investigations, such as laboratory tests, x-rays, etc.
 - Relevant information from other health professionals, relatives or those who care for you.
- Your medical record is held in a computer system called SystmOne. This system is provided to us under a National contract. Your data is held and managed in secure data centres by TPP. For more information: <https://www.tpp-uk.com/>

SMS and Email

- We will hold your mobile phone number and email address where you have provided these to us.
- We may use these to send you text messages or emails about your care, for example, messages about appointments, or inviting you to attend for a clinic.
- You have the right to provide your mobile number for calls only. If you do not wish to receive text messages from us, please speak to us so we can add this to your record to prevent text messages being sent to you.
- You have to right to have your email address or mobile phone number removed from your record.
- We will only use the email address or mobile phone number for direct medical care purposes,.

Right to access and correct

- You have the right to access the data we hold about you, and request to have any errors or mistakes corrected. Please contact DCCSL Buckden Surgery. Mayfield, Buckden..St.Neots. Cambridgeshire. PE19 5SZ. Telephone: 01480 813969
e-mail address: CAPCCG.communitydermatology@nhs.net
- We are not aware of any circumstances in which you will have the right to delete correct information from your medical record; although you are free to obtain your own legal advice if

you believe there is no lawful purpose for which we hold the information and contact us if you hold a different view.

Retention period

- Medical records will be kept in line with the law and national guidance. Information on how long records are kept can be found at: <https://digital.nhs.uk/article/1202/Records-Management-Code-of-Practice-for-Health-and-Social-Care-2016>

Right to complain

- If you have concerns about the way we manage your data. Please contact DCCSL, Buckden Surgery. Mayfield, Buckden, St.Neots. Cambridgeshire. PE19 5SZ. Telephone: 01480 813969
- You have the right to seek independent advice about data protection, as well as the right to complain, by contacting the Information Commissioner's Office.
<https://ico.org.uk/global/contact-us/> or call the helpline **0303 123 1113**

Data Controller contact details

- DCCSL Buckden Surgery. Mayfield, Buckden..St.Neots. Cambridgeshire. PE19 5SZ.
Telephone: 01480 813969
e-mail address: CAPCCG.communitydermatology@nhs.net

Data Protection Registration Number

- ZA195489

Data Protection Officer

- Postal address: Data Protection Officer, DCCSL Buckden Surgery. Mayfield, Buckden. St.Neots. Cambridgeshire. PE19 5SZ. Telephone: 01480 813969
e-mail address: CAPCCG.communitydermatology@nhs.net

Date last reviewed or updated

- ~~26-28~~ June 2018