



# The Group Practice, Stornoway

GDPR (General Data Protection Regulation)

## PRIVACY NOTICE

For the purposes of the Data Protection Act 1998, the Group Practice is the “Data Controller”, registered as such with the Information Commissioner’s Office.

The Data Protection Act 1998 will be superseded by the General Data Protection Regulation (GDPR) in May 2018. The aim of the GDPR is to standardize Data Protection Regulations across Europe. These new rules are similar to the Data Protection Act but further strengthen rights and empower individuals by giving you more control over your personal data, bringing a new age of compliance and accountability.

### How your information is used, and your rights explained

General Data Protection Regulation (GDPR) states those who record and process personal information must be open about how the information is used, and must ensure personal data is:

1. Processed lawfully, fairly and in a transparent manner;
2. Collected for specific, lawful and legitimate purposes;
3. Adequate, relevant and limited to what is necessary for the purpose;
4. Accurate and up to date;
5. Kept for no longer than necessary;
6. Protected and processed securely.

In order to provide you with the care you need, we hold details of your consultations, illnesses, tests, prescriptions, and other treatments that have been recorded by anyone involved with your care.

The Practice is registered under the Data Protection Act and the information is stored electronically and on paper.

Whenever information is shared we will only share the minimum data required, and will only share data in compliance with the law.

Our legal basis for sharing health information is usually that it is necessary:

- for the provision of health or social care or treatment or the management of health or social care systems and services; or
- for reasons of public interests in the area of public health; or
- for reasons of substantial public interest for aims that are proportionate and respect people’s rights, for example research; or
- in order to protect the vital interests of an individual; or
- for the establishment, exercise or defence of legal claims or in the case of a court order.

No information is disclosed outside of the health service without your permission unless there is a legal basis to do so. Maintaining the confidentiality and security of personal information is of utmost importance to the Group Practice.

## **Data Confidentiality and Data Security**

We are committed to taking all reasonable measures to ensure the confidentiality and security of sensitive personal data for which we are responsible, whether computerized or on paper.

- All patients have the right to be informed if they have been involved in a personal data breach.
- All staff are required to undertake information governance training and to be familiar with information governance policies and procedures.
- All staff are subject to strict codes of confidentiality.
- Audits are regularly carried out to ensure data is dealt with appropriately

## **How can I access my personal data?**

If you would like to receive a copy of all or part of your medical record, you have the right to request this. Your right is to the data relating to you and you only, and not necessarily the record itself which can, where appropriate, be redacted if third parties are named. If you would like a copy of some or all of your personal information, please contact our Data Protection Officer using the contact details below.

## **What if I believe data held about me is incorrect or inaccurate?**

If at any time you feel information held by the Group Practice relating to you is incorrect, please notify our Data Protection Officer and it will be investigated.

You may exercise your right to object to data being processed if you believe data about you is being collected, processed or shared unlawfully, and whilst this is investigated, it may be restricted until a decision is made. You have the right to withdraw your consent to data processing and usage at any time.

## **How can I remove my information from your records/systems?**

The General Data Protection Regulation gives you the right to request the erasure of data. In a health care setting, it would be uncommon for such a request to be approved as the risks associated with removal or deletion of health information could seriously harm or endanger a patient/staff member. Please direct any such request or concern to our Data Protection Officer (contact details below).

## **How long is my health information kept?**

The Group Practice retains patient medical records until death.

## **What do I do if I have a complaint?**

If you have been unhappy with any aspects of your care, you can raise any issues with us. Please contact our Data Protection Officer to discuss this further.

You can also direct any complaints to the Information Commissioners Office by contacting:

Information Commissioner's Office:  
45 Melville Street, Edinburgh  
EH3 7HL

Phone: 0131 244 9001  
Website: [ico.org.uk/concerns](http://ico.org.uk/concerns)

## **Further information**

For further information about how the Group Practice processes, stores or shares your personal information or for further guidance on how you can exercise any of your rights detailed above, please contact our **Data Protection Officer**:

Name: Jen Hepburn, Data Protection Officer  
Mail: The Group Practice, Health Centre, Stornoway, Isle of Lewis HS1 2PS  
Email: [jennifer.hepburn2@nhs.net](mailto:jennifer.hepburn2@nhs.net)  
Phone: 01851 703145, ext. 239

You can also find more information on our website: <http://www.groupmedical.co.uk>