

Your rights as a patient

You have a right to;

- confidentiality
- access your records. This needs to be in writing and will require photo identification
- rectification
- erasure – however if this eraser is seen as harmful to the process of providing health care or fraudulent in erasing information important to insurance companies etc. it can be refused.
- Restrict processing
- Object
- Data portability



Consent

We may **contact you by telephone, text message or email** to inform you or request information to provide you with Health Prevention Advice & other services.

If you would like to give consent, please fill in the form at reception, visit our website or tell one of the receptionists.

**If you want to be contacted
YOU MUST GIVE CONSENT.**

Questions

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

- Contact us on 01282 731731

Our privacy policy is also available on our website.

www.therichmondhillpractice.co.uk



DATA PROTECTION

How we use your
information.



The Richmond Hill Practice

Colne Health Centre, Craddock Rd, Colne, BB8 0JZ

01282 731731

01282 731545

www.therichmondhillpractice.co.uk

Privacy notice

The Richmond Hill Practice has a legal duty to explain how we use any personal information we collect about you as a registered patient at the practice. Staff at this practice maintain records about your health and the treatment you receive in paper and electronic format.

Why we hold information about you

- To be able to provide you with high quality health care. This information provides a basis for the health decisions we make about you.
- To provide you with Health protection advice and information. For example, this may include messages about the flu vaccination programme or health checks.
- The Richmond Hill Practice does engage in research. The aim is to make advances in medicine to improve healthcare in the future. You may be invited to enrol in a research programme. We may use your personal details to contact you about this. In cases of research we will use your information under the lawful basis of consent.

We access and process the data under the lawful basis of 'legitimate interest' of providing health care and public health.

At The Richmond Hill Practice, we will ensure that patients are informed about how the information we hold is processed and shared. All information will be processed lawfully and fairly, in accordance with the General Data Protection Regulations (GDPR).

Information we collect

We will collect information such as personal details, including name, address, next of kin, records of appointments, telephone calls, your health records, treatment and medications, test results etc. and any other relevant information relating to your care.

Confidentiality

The Richmond Hill Practice are committed to complying with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 as well as NHS Codes of Confidentiality and guidance issued by the Information Commissioner's Office.

Your information is shared with those who are involved in your healthcare and elsewhere if we have got your consent. Anyone accessing or using your data must keep it confidential.

Information cannot be shared with your family members unless explicit consent has been given or if the patient does not have capacity where consent cannot be gained.

Sharing data

All health and adult social care organisations are required to share information about patients with each other, by law; this is to improve the care delivered to the patient. An additional requirement is that the patient's NHS number is used as the unique identifier when sharing any information or data.

Opting Out

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.

Changes to our policy

We regularly review our privacy policy and any updates will be published on our website and in our newsletter.

Your privacy is very important to us and we will only ever collect your information in order to improve the service we provide to you.

