

Castle Place Practice Privacy Notice

This privacy notice describes the data we hold about you, why we hold it, where and how we store it, how long we keep it, and how we protect it. It also informs you about your rights under Data Protection Legislation and how the law protects you.

Who We Are and What We Do

Castle Place Practice, 01234 567890.

ICO Registration Number: ZB322774 (Royal Devon University Healthcare NHS Foundation Trust)

Castle Place Practice operates under the legal entity of Royal Devon University Healthcare NHS Foundation Trust. Castle Place Practice is a Data Controller for the data we hold about you. We hold your data to provide you with health and care services.

What is Personal Data and What Data Do We Use?

Personal data is any information that can be connected to you personally. If you can be identified from the data, it is personal data. The types of personal data we use and hold about you include:

- Details about you: name, address, contact number, email address, date of birth, gender, and NHS number. We may also hold information about your emergency contact, next of kin, and carer.
- Details about your medical care: medical diagnosis, record of treatment received, referrals, history of prescribed medication, results of investigations such as X-rays, etc.
- Information provided by you: includes correspondence relating to feedback, concerns, and complaints about the service you have received.
- Relevant information from other healthcare professionals, relatives, or those who care for you.

We may also hold the following information about you:

- Religion or other beliefs of a similar nature
- Family, lifestyle, and/or social circumstances
- Employment details
- Financial details

Communication Preferences

- **Mobile Number:** We use it to text you to remind you of appointments, respond to online requests, and inform you of any important information regarding the practice services. If you no longer wish to receive communication this way, please let a member of staff know who will update your preferences.

- **Email Address:** We use it to respond to online requests and inform you of any important information regarding the practice services. If you no longer wish to receive communication this way, please let a member of staff know who will update your preferences.

Why Do We Process Your Data and What Legal Basis Do We Have to Process Your Data?

To process or share your personal data, we need a legal basis to do so. If we process or share special category data, such as health data, we need an additional legal basis to do so.

We rely upon:

- **Article 6(1)(e) (public task) and Article 9(2)(h) (health and social care)** for most processing and sharing to:
 - Provide you with health and care
 - Share data with healthcare professionals involved in your care
 - Work effectively with other organisations and healthcare professionals
 - Ensure treatment and advice are safe and effective
 - Participate in National Screening Programmes
 - Conduct clinical audits
 - Support medical research
 - Plan and manage services
- **Article 6(1)(d) (vital interest) and Article 9(2)(c) (vital interests)** to share information in a medical emergency.
- **Article 6(1)(e) (public interest task) and Article 9(2)(g) (substantial public interest)** to support safeguarding for vulnerable patients.
- **Article 6(1)(c) (legal obligation) and Article 9(2)(h)** for mandatory disclosures such as public inquiries.
- **Article 6(1)(a) (consent) and Article 9(2)(a) (explicit consent)** for investigating feedback, managing services, and sharing information with third parties.

We also use anonymised data to plan and improve healthcare services.

Common Law Duty of Confidentiality

Healthcare staff respect and comply with their obligations under the common law duty of confidentiality. We meet this duty under the following circumstances:

- You have provided explicit consent
- For direct care, we rely on implied consent
- We have approval from the Confidentiality Advisory Group (CAG)
- We have a legal requirement to collect, share, and use the data

- On a case-by-case basis, we will share information in the public interest.

How Do We Collect Your Data?

We collect data when you:

- Receive treatment or care from the practice
- Contact the practice by telephone (calls may be recorded for training and monitoring)
- Complete a form electronically or in paper
- Visit the practice's website (if cookies are enabled)

We may also collect data from family members or carers to support your care and receive information from other providers to ensure effective treatment.

Who Do We Share Your Data With?

We may share information with other organisations involved in your care, such as:

- Other GP Practices within the local Primary Care Network
- NHS Trusts/Foundation Trusts
- Community Services
- Ambulance or emergency services
- Independent contractors such as pharmacies, dentists, and opticians
- Local authorities
- Health and Social Care Information Centre (HSCIC)
- Police and judicial services
- Educational services
- Non-NHS healthcare providers

Third-party service providers process data on behalf of the practice under strict agreements to ensure data security and compliance.

Where Do We Store Your Data?

We use several IT systems and tools to store and process your data. Examples include our Core Clinical System, NHS mail, Microsoft 365, and AccuRx.

How Long Do We Hold Your Data?

We hold your data as long as necessary and in accordance with the NHS Records Management Code of Practice Retention Schedule.

Your Rights Under Data Protection Legislation

You have various rights under the UK GDPR and Data Protection Act 2018, including:

- **The right to be informed:** You have the right to be informed about the collection and use of your personal data.



- **The right of access:** You have the right to access your personal data and supplementary information.
- **The right to rectification:** You have the right to have inaccurate personal data rectified, or completed if it is incomplete.
- **The right to erasure:** You have the right to have personal data erased in certain circumstances.
- **The right to restrict processing:** You have the right to request the restriction or suppression of your personal data in certain circumstances.
- **The right to data portability:** You have the right to obtain and reuse your personal data for your own purposes across different services.
- **The right to object:** You have the right to object to the processing of your personal data in certain circumstances.
- **Rights in relation to automated decision-making and profiling:** You have the right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning you or similarly significantly affects you.

For more information or to exercise these rights, please contact Castle Place Practice directly.

Devon and Cornwall Care Record

Health and social care services in Devon and Cornwall have developed a system to share patient data efficiently and quickly and, ultimately, improve the care you receive.

This shared system is called the Devon and Cornwall Care Record.

It's important that anyone treating you has access to your shared record so they have all the information they need to care for you. This applies to your routine appointments and also in urgent situations such as going to A&E, calling 111 or going to an out-of-hours appointment. It's also quicker for staff to access a shared record than to try to contact other staff by phone or email.

Only authorised health and care staff can access the Devon and Cornwall Care Record and the information they see is carefully checked so that it relates to their job. Also, systems do not share all your data – just data that services have agreed is necessary to include.

For more information about the Devon and Cornwall Care Record, please go to

<https://www.devonandcornwallcarerecord.nhs.uk/>

GP Connect

We share your record using GP Connect to make sure that, whether you are visiting the practice, attending hospital, or being seen in the community or at home by a care professional, everyone knows the care you need and how you want to be treated. Your electronic health record is available to local providers who are involved in your care. This includes the sharing of personal contact details, diagnosis, medications, allergies and test results. Your records will be treated with the strictest confidence and can only be viewed if you use their service.

Please note that if you have previously dissented (opted-out) to sharing your records, this decision will be upheld.



Should you wish to opt-out of, please speak to a member of PST who will be able to update your personal preferences. Please note that by opting out of this sharing, other health professionals may not be able to see important medical information, which may impact on the care you receive.

Accurx

As part of the Digital First National programme of work, GP Practices are required to provide a tool for patients to access primary care services.

The aim of the Accurx platform is to improve communications between healthcare staff and patients resulting in improved outcomes and productivity. The platform facilitates digital communications between the practice and our patients.

Using the Accurx platform will require the processing of special category data by Accurx, their sub-processors and by default the GP Practice as a Controller. This will include; exchanging and storing messages and images in relation to patients and medical staff, this will allow you to respond to the Practice in multiple ways such as; free text, questionnaires and submitting images/documents.

Accurx is approved by NHS England to be used by GP practices and the other systems involved in patient care. NHS England has a lengthy assurance process to make sure they meet the highest standards of safety and security. Your data is safe and is shared only with your GP Practice for the purposes of your direct care. Your data is stored and sent securely using industry best practices, and Accurx only collect the data that is necessary to allow your GP Practice to provide you with care.

The retention period of communications sent in the Accurx platform is set in line with Records Management Code of Practice. Accurx will delete information sooner if instructed by the data controller (we apply the NHS Digital GP IT Futures standard to verifying requests to delete data) or where otherwise legally required to (e.g. due to a court order).

Patient images - along with other patient data - are kept in line with the Records Management Code of Practice for Health and Social Care 2016. These require Accurx to hold records on behalf of GP practices until 10 years after a patient has died. However, Accurx would delete the data earlier than suggested by this code if Accurx is informed that the condition of Article 9(3) GDPR and s. 11(1) Data Protection Act 2018 no longer applies: "that the circumstances in which the processing of personal data is carried out... [is] by or under the responsibility of a health professional or a social work professional".

The Practice uses the following Accurx features:

- SMS, Friends and Family test, AccuMail.

Accurx's privacy notice can be found on their website here: [Accurx - Privacy Policy](#)

When Submitting images via Accurx please be advised that:

- Photos should not include intimate areas of the body (e.g. bottom, breasts, or genitals)
- Photos may be seen by staff of all genders.
- Photos and files may be saved to your medical record.

NHS Data Opt-Out

What is the NHS Data Opt-Out?

The NHS data opt-out allows you to choose whether your confidential patient information is used for research and planning. This is a national opt-out programme which means that your choice will be respected by all NHS organisations and researchers who use health and care information. Your choice can be changed at any time.

How does it work?

- **Research:** Your data might be used to improve treatments, services, and outcomes for patients, as well as to find out more about the causes of illnesses.
- **Planning:** Your data might be used to plan future services and ensure that NHS services are available to those who need them.

Your Choice

- **Opt-Out:** If you choose to opt out, your confidential patient information will not be used for research and planning. This choice will not affect your individual care and treatment.
- **Opt-In:** If you choose to opt-in, your data will be used to help the NHS improve health and care services for everyone.

How to Opt-Out

To register your choice to opt-out or to find out more information, you can:

- Visit the NHS website at [NHS Data Opt-Out](#)
- Use the NHS App.
- Call the NHS Digital Contact Centre on 0300 303 5678.

How to Make a Complaint

If you have concerns or complaints about the way your data is handled, you have several options:

- **Contact our Data Protection Officer:**

Rhiannon Platt

Royal Devon University Healthcare NHS Foundation Trust

Information Governance Office

Royal Devon and Exeter Hospital (Wonford)

Barrack Road,

Exeter,

EX2 5DW

Email: rduh.dpo@nhs.net



- **Contact the Information Commissioner's Office (ICO):**

The ICO is the UK's independent authority set up to uphold information rights.

Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113

Website: www.ico.org.uk

- **Contact the Care Quality Commission (CQC):**

The CQC is the independent regulator of health and social care in England.

Address: Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

Telephone: 03000 616161

Website: www.cqc.co.uk