

**Privacy Policy**

**Oaklands Health Centre**

**August 2020**

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Oaklands Health Centre is registered with the Information Commissioner’s Office (ICO) as a data controller and our registration number is Z7252297.

1. **Introduction**

This privacy notice has been created with guidance from and in accordance to the General Data Protection Regulation (GDPR) 2016 which requires data controllers (General Practitioner Surgeries) to process data fairly, lawfully and transparently.

1. **What is a privacy notice?**

A privacy notice is a document that discloses how information about patients may be used. A privacy notice allows the practice to provide all this information whilst fulfilling a legal requirement to protect a patient’s privacy.

To ensure compliance with the GDPR, Oaklands Health Centre must ensure that information is provided to patients about how their personal data is processed in a manner which is:

* Concise, transparent, intelligible and easily accessible
* Written in clear and plain language, particularly if addressed to a child; and

1. **What is GDPR?**

The General Data Protection Regulation (GDPR) 2016 came into effect on 25th May 2018 and replaced the Data Protection Directive 95/46/EC. It is designed to harmonise data privacy laws across Europe, to protect and empower all EU citizens’ data privacy and to reshape the way in which organisations across the region approach data privacy.

1. **How do we communicate our privacy notice?**

Oaklands Health Centre’s privacy notice is displayed via our website and in a condensed leaflet form given at registration. This allows us to:

* Inform patients how their data will be used and for what purpose
* Allow patients to opt out of sharing their data, should they so wish

1. **Information that we collect about you**

All patients who receive NHS care are registered on a national database. This database holds personal information of your name, address, date of birth and NHS Number but it does not hold information about the care you receive. The database is held by NHS digital and more information can be found at [www.digital.nhs.uk](http://www.digital.nhs.uk)

1. **How we process your information**

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 practice can check and review the quality of the care we provide. This helps us to improve our services to you. We use and share this information to provide continuity of care as well as allowing our clinicians to deliver the most effective treatment to our patients.

These purposes are supported under the following sections of the GDPR:

*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 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…”*

Oaklands Health Centre uses a healthcare secure software system called EMIS Health.

Medical records within EMIS Health are searched by a computer programme so that we can identify patients that may be at high risk from certain diseases such as heart disease or unplanned admissions to hospital. This means we can offer patients additional care or support as early as possible in order to provide the best care available. This process will involve linking information from your GP record with information from other health or social care services you have used. Any identifiable information will only be seen by EMIS Health. If you require more information, please speak with a member of staff.

**8. Who can access my information and who is it shared with?**

The law requires Oaklands Health Centre to share information from your medical records in certain circumstances. Information is shared so that the NHS or Public Health England (PHE)

Staff members at Oaklands Health Centre have regular training specifically focusing on confidentiality and information governance. Information is shared with members of staff outside our organisation, when there is a need for it. This will be with the following external organisations:

* NHS Trusts
* Social Care Services
* Clinical Commissioning Groups
* Health & Social Care
* Local Authorities
* General Practitioner Surgeries
* Ambulance Trusts
* Voluntary Sector
* Diagnostic & Treatment Centres
* Education Services
* Home Visiting Services
* District Nursing Services
* Private Sector Organisations
* Local Authorities
* Police & Judicial Organisations
* Pharmacists & Dentist

Details will only be passed on at the request of the patient or when consent has been obtained. The disclosure of patients information without consent will occur in circumstances justified in the public interest for important public benefits, other than to prevent death or serious harm when there is no practical alternative to disclosing information.

Primary Care Network

Oaklands Health Centre is part of the Hythe, Lyminge, Cheriton and Hawkinge Primary Care Network (PCN) which operates Improved Access Clinics (IAC). This allows patients of Oaklands Health Centre to gain access to a wider range of available clinic appointments at an alternative surgery but within the PCN.

The PCN contains the following surgeries:

|  |  |  |
| --- | --- | --- |
| **New Lyminge Surgery** | **The Surgery (lyminge)** | **Sun Lane Surgery** |
| Greenbanks | Church Road | Sun Lane |
| Lyminge | Lyminge | Hythe |
| Folkestone | Folkestone | Kent |
| Kent | Kent | CT21 5JX |
| CT18 8NS | CT188HY |  |
| **The White House** | **Central Surgery** | **Hawkinge Health Centre** |
| 1 Cheriton High Street | 86 Cheriton Road | 74 Canterbury Road |
| Cheriton | Folkestone | Old Hawkinge |
| Folkestone | Kent | Folkestone |
| Kent | CT20 2QH | Kent |
| CT19 4PU |  | CT18 7BP |

When a patient attends an appointment via the Improved Access Clinic, the surgeries within the PCN will be able to access data stored on the patient.

Below is a table which displayed the organisations we share information about you with.

1. Direct medical care and administration
2. Other primary care services delivered for the purposes of direct care
3. Statutory disclosures of information
4. Processing for the purposes of commissioning, planning, research and risk stratification
5. Data sharing databases
6. Data processors

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **a.      Direct Medical Care and Administration** | | | | |
| ***Recipients or categories of recipients of the personal or special categories of personal data*** | ***Purpose of the processing and data retention periods*** | ***Lawful basis***  ***General Data Protection Regulation***  ***- Article 6 -***  ***- Article 9 -***  ***Data Protection Act***  ***- Section 8 -***  ***- Section 10 -***  ***- Part 1 of Schedule 1 -*** | |  |
| ***Your Rights*** |
| NHS Trusts – Hospitals, Community or Mental Health Trusts. | Personal data concerning your GP medical record may be shared with NHS Trusts in order to enable their healthcare professionals make the best informed decision about your health needs, and provide you with the best possible care if you visit the hospital for routine care and referrals.  Your personal information may also be processed for local  administrative purposes such as:      Waiting list management;      local clinical audit;      Performance against local targets;      activity monitoring;       production of datasets to submit for commissioning purposes and national collections.    The source of the information shared in this way is your electronic GP record.    In accordance with DPA Part 1, Schedule 1 (2) health or social care purposes means the purposes of preventive or occupational medicine; medical diagnosis; the provision of health care or treatment; the provision of social care, or the management of health care systems or services or social care systems or services.    Data Retention Period  All records held by the Practice will be kept for the duration specified in the [Records Management Code of Practice 2020](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_Code_of_Practice_2020_3.pdf) | The processing of personal data is permitted under the following GDPR and DPA conditions:  [GDPR Article 6(1) (e) - public interest or in the exercise of official authority;](https://gdpr-info.eu/art-6-gdpr/)  [DPA Section 8 (d) - processing is necessary for the exercise of statutory functions;](http://www.legislation.gov.uk/ukpga/2018/12/section/8/enacted)  The processing of special categories of personal data concerning health is permitted under the following GDPR and DPA conditions:  [GDPR Article 9 (2) (h) - processing is necessary for medical or social care treatment or, the management of health or social care systems and services;](https://gdpr-info.eu/art-9-gdpr/)  [DPA Section 10 (1) (c) – processing is necessary for health and social care purposes;](http://www.legislation.gov.uk/ukpga/2018/12/section/10/enacted)    [In accordance with DPA Schedule 1, Part 1, (2) health or social care purposes means the purposes of preventive or occupational medicine; medical diagnosis; the provision of health care or treatment; the provision of social care, or the management of health care systems or services or social care systems or services.](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted)  Related Legislation:  [Common Law of Duty of Confidentiality](https://www.health-ni.gov.uk/articles/common-law-duty-confidentiality) | You have the right to:        To access, view or request copies of your personal information;        request rectification of any inaccuracy in your personal information;        restrict the processing of your personal information where:    accuracy of the data is contested,    the processing is unlawful or,    where we no longer need the data for the purposes of the processing.    Right to object: In line with the GDPR Article 21 and DPA Section 99, you have a general right to raise an objection to the processing of your personal data in some particular circumstances. This right only applies where we cannot demonstrate compelling legitimate grounds for continued processing of your personal data for the purposes of direct provision of care, and compliance with a legal obligation to which we are subject.    If you wish to exercise any of your rights please contact the Practice (data controller) or the DPO and your request will be carefully considered.    Right to complain: If you are dissatisfied with the way Oaklands Health Centre process your data, you have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire    Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| Emergency Services (Ambulance trusts, police, A&E departments, out of hours services, 111) | There are circumstances when intervention is necessary in order to save or protect a patient’s life or to prevent them from serious immediate harm, for example, during a collapse or diabetic coma or serious injury or accident. In many of these circumstances the patient may be unconscious or too ill to communicate.  Medical professionals have a duty of care to share data in emergencies to protect their patients or other persons. In these circumstances, your GP medical record will be shared with emergency healthcare services, the police or fire service in order to enable you receive the best treatment or service.    The source of the information shared in this way is your electronic GP record.    Data Retention Period  All records held by the Practice will be kept for the duration specified in the [Records Management Code of Practice 2020](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_Code_of_Practice_2020_3.pdf) | The processing of personal data is permitted under the following GDPR and DPA conditions:  [GDPR Article 6(1) (e) - public interest or in the exercise of official authority;](https://gdpr-info.eu/art-6-gdpr/)  [DPA Section 8 (d) - processing is necessary for the exercise of statutory functions;](http://www.legislation.gov.uk/ukpga/2018/12/section/8/enacted)    The processing of special categories of personal data concerning health is permitted under the following GDPR and DPA conditions:  [GDPR Article 9 (2) (h) - processing is necessary for medical or social care treatment or, the management of health or social care systems and services;](https://gdpr-info.eu/art-9-gdpr/)  [Article 9 (2) (C) – the processing is necessary to protect the vital interests of the data subject](https://gdpr-info.eu/art-9-gdpr/);  [DPA Section 10 (1) (c) – processing is necessary for health and social care purposes;](http://www.legislation.gov.uk/ukpga/2018/12/section/10/enacted)  [In accordance with DPA Schedule 1, Part 1, (2) health or social care purposes means the purposes of preventive or occupational medicine; medical diagnosis; the provision of health care or treatment; the provision of social care, or the management of health care systems or services or social care systems or services.](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted)    [In accordance with DPA Schedule 1, Part 3, (30) (b) the conditions for protecting individual’s vital interests is met where the data subject is physically or legally incapable of giving consent.](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted) | You have the right to:        Make pre-determined decisions about the type and extent of care you will receive in an emergency, these are known as “Advance Directives”;        access, view or request copies of your personal information;        request rectification of any inaccuracy in your personal information;        restrict the processing of your personal information where:    accuracy of the data is contested,    the processing is unlawful or,    where we no longer need the data for the purposes of the processing.    Right to object: You have the right to object to some or all of your personal information being shared with the recipients. You also have the right to have an “Advance Directive” placed in your records and brought to the attention of relevant healthcare workers or staff.    We will notify you at the earliest opportunity where we have shared your personal data in an emergency situation.    If you wish to exercise any of your rights please contact the Practice (data controller) or the DPO and your request will be carefully considered.    Right to complain: If you are dissatisfied with the way Oaklands Health Centre process your data, you have the right to appeal/complain to the Information Commissioner’s Office (ICO).  The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire    Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| GP Federations (groups of GP practices working together) | GP Federations are groups of GPs (patient centered organisation), working collaboratively and developing closer integration with other partners across health, social and third sector partners to facilitate an enhanced delivery of health and care services.  Through various hubs in the community the GP Federation provide direct health and care services such as continued extended access, home visits, universal offers, musculoskeletal service, GP at front door and other neighbourhood services across East Kent.  If you visit receive treatment/consultation on any of these services, personal data concerning your GP medical record may be shared with the GP Federation and their Multidisciplinary Team (MDT) in order to enable them make the best informed decision about your health/care needs, and provide you with the best possible care.  The source of the information shared in this way is your electronic GP record.  Data Retention Period  All records held by the Practice will be kept for the duration specified in the [Records Management Code of Practice 2020](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_Code_of_Practice_2020_3.pdf) | The processing of personal data is permitted under the following GDPR and DPA conditions:  [GDPR Article 6(1) (e) - public interest or in the exercise of official authority;](https://gdpr-info.eu/art-6-gdpr/)  [DPA Section 8 (d) - processing is necessary for the exercise of statutory functions;](http://www.legislation.gov.uk/ukpga/2018/12/section/8/enacted)    The processing of special categories of personal data concerning health is permitted under the following GDPR and DPA conditions:  [GDPR Article 9 (2) (h) - processing is necessary for medical or social care treatment or, the management of health or social care systems and services;](https://gdpr-info.eu/art-9-gdpr/)  [DPA Section 10 (1) (c) – processing is necessary for health and social care purposes;](http://www.legislation.gov.uk/ukpga/2018/12/section/10/enacted)    [In accordance with DPA Schedule 1, Part 1, (2) health or social care purposes means the purposes of preventive or occupational medicine; medical diagnosis; the provision of health care or treatment; the provision of social care, or the management of health care systems or services or social care systems or services.](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted)    Related Legislation:  [Section 251B Health and Social Care (Safety and Quality Act) 2015 (Duty to Share)](http://www.legislation.gov.uk/ukpga/2015/28/pdfs/ukpga_20150028_en.pdf);  [Common Law of Duty of Confidentiality](https://www.health-ni.gov.uk/articles/common-law-duty-confidentiality) | You have the right to:        To access, view or request copies of your personal information;        request rectification of any inaccuracy in your personal information;        restrict the processing of your personal information where:    accuracy of the data is contested,    the processing is unlawful or,    where we no longer need the data for the purposes of the processing.    Right to object: In line with the GDPR Article 21, you have a general right to raise an objection to the processing of your personal data in some particular circumstances. This right only applies where we cannot demonstrate compelling legitimate grounds for continued processing of your personal data for the purposes of direct provision of care, and compliance with a legal obligation to which we are subject.    If you wish to exercise any of your rights please contact the Practice (data controller) or the DPO and your request will be carefully considered.      Right to complain: If you are dissatisfied with the way Oaklands Health Centre process your data, you have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire    Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| Pharmacists - Medicines Optimisation | Medicines optimisation looks at the value which medicines deliver, making sure they are clinically-effective and cost-effective. It is about ensuring patients get the right choice of medicines, at the right time, and are engaged in the process by their clinical team.  Medicines optimisation enables community pharmacies to request medication electronically from the Practice and view relevant information from your GP record in order to provide you with the best medicines.    The source of the information shared in this way is your electronic GP record.    Data Retention Period  All records held by the Practice will be kept for the duration specified in the [Records Management Code of Practice 2020](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_Code_of_Practice_2020_3.pdf) | The processing of personal data is permitted under the following GDPR and DPA conditions:  [GDPR Article 6(1) (e) - public interest or in the exercise of official authority;](https://gdpr-info.eu/art-6-gdpr/)  [DPA Section 8 (d) - processing is necessary for the exercise of statutory functions;](http://www.legislation.gov.uk/ukpga/2018/12/section/8/enacted)  The processing of special categories of personal data concerning health is permitted under the following GDPR and DPA conditions:  [GDPR Article 9 (2) (h) - processing is necessary for medical or social care treatment or, the management of health or social care systems and services;](https://gdpr-info.eu/art-9-gdpr/)  [DPA Section 10 (1) (c) – processing is necessary for health and social care purposes;](http://www.legislation.gov.uk/ukpga/2018/12/section/10/enacted)    [In accordance with DPA Schedule 1, Part 1, (2) health or social care purposes means the purposes of preventive or occupational medicine; medical diagnosis; the provision of health care or treatment; the provision of social care, or the management of health care systems or services or social care systems or services.](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted)    Related Legislation:  [Common Law of Duty of Confidentiality](https://www.health-ni.gov.uk/articles/common-law-duty-confidentiality) | You have the right to:        To access, view or request copies of your personal information;        request rectification of any inaccuracy in your personal information;        restrict the processing of your personal information where:    accuracy of the data is contested,    the processing is unlawful or,    where we no longer need the data for the purposes of the processing.    Right to object: In line with the GDPR Article 21, you have a general right to raise an objection to the processing of your personal data in some particular circumstances. This right only applies where we cannot demonstrate compelling legitimate grounds for continued processing of your personal data for the purposes of direct provision of care, and compliance with a legal obligation to which we are subject.    If you wish to exercise any of your rights please contact the Practice (data controller) or the DPO and your request will be carefully considered.    Right to complain: If you are dissatisfied with the way Oaklands Health Centre process your data, you have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire    Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| Local Authority – Social Services | Oaklands Health Centre works closely with Local Authorities to support and care for people of all ages to deliver the best possible social care.  Personal data concerning your GP medical record may be shared with Local Authorities and Multidisciplinary Team (MDT) delivering social care in order to enable them make the best informed decision about your social care needs if required.  The source of the information shared in this way is your electronic GP record.  Data Retention Period  All records held by the Practice will be kept for the duration specified in the [Records Management Code of Practice 2020](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_Code_of_Practice_2020_3.pdf) | The processing of personal data is permitted under the following GDPR and DPA conditions:  [GDPR Article 6(1) (e) - public interest or in the exercise of official authority;](https://gdpr-info.eu/art-6-gdpr/)  [DPA Section 8 (d) - processing is necessary for the exercise of statutory functions;](http://www.legislation.gov.uk/ukpga/2018/12/section/8/enacted)    The processing of special categories of personal data concerning health is permitted under the following GDPR and DPA conditions:  [GDPR Article 9 (2) (h) - processing is necessary for medical or social care treatment or, the management of health or social care systems and services;](https://gdpr-info.eu/art-9-gdpr/)  [GDPR Article 9(2) (b) – processing necessary in the field of employment, social security and social protection law;](https://gdpr-info.eu/art-9-gdpr/)  [In accordance with DPA Schedule 1, Part 1, (2) - health or social care purposes means the purposes of preventive or occupational medicine; medical diagnosis; the provision of health care or treatment; the provision of social care, or the management of health care systems or services or social care systems or services.](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted)    [In accordance with DPA Part 1, Schedule 1, (1a) the the processing for employment, social security and social protection is met where it is for the purposes of performing or exercising obligations or rights which are imposed or conferred by law on the controller or the data subject in connection with employment, social security or social protection;](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted) | You have the right to:        To access, view or request copies of your personal information;        request rectification of any inaccuracy in your personal information;        restrict the processing of your personal information where:    accuracy of the data is contested,    the processing is unlawful or,    where we no longer need the data for the purposes of the processing.    Right to object: In line with the GDPR Article 21, you have a general right to raise an objection to the processing of your personal data in some particular circumstances. This right only applies where we cannot demonstrate compelling legitimate grounds for continued processing of your personal data for the purposes of direct provision of care, and compliance with a legal obligation to which we are subject.    If you wish to exercise any of your rights please contact the Practice (data controller) or the DPO and your request will be carefully considered.  Right to complain: If you are dissatisfied with the way Oaklands Health Centre process your data, you have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire    Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| Care Homes | Personal data concerning your GP medical record may be shared with Care Homes and other Multidisciplinary Team (MDT) delivering care in order to enable their care professionals make the best informed decision about your care needs, and provide you with the best possible care if you visit a Care Home.  The source of the information shared in this way is your electronic GP record.  Data Retention Period  All records held by the Practice will be kept for the duration specified in the [Records Management Code of Practice 2020](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_Code_of_Practice_2020_3.pdf) | The processing of personal data is permitted under the following GDPR and DPA conditions:  [GDPR Article 6(1) (e) - public interest or in the exercise of official authority;](https://gdpr-info.eu/art-6-gdpr/)  [DPA Section 8 (d) - processing is necessary for the exercise of statutory functions;](http://www.legislation.gov.uk/ukpga/2018/12/section/8/enacted)    The processing of special categories of personal data concerning health is permitted under the following GDPR and DPA conditions:  [GDPR Article 9 (2) (h) - processing is necessary for medical or social care treatment or, the management of health or social care systems and services;](https://gdpr-info.eu/art-9-gdpr/)  [DPA Section 10 (1) (c) – processing is necessary for health and social care purposes;](http://www.legislation.gov.uk/ukpga/2018/12/section/10/enacted)    [In accordance with DPA Schedule 1, Part 1, (2) -health or social care purposes means the purposes of preventive or occupational medicine; medical diagnosis; the provision of health care or treatment; the provision of social care, or the management of health care systems or services or social care systems or services.](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted) | You have the right to:        To access, view or request copies of your personal information;        request rectification of any inaccuracy in your personal information;        restrict the processing of your personal information where:    accuracy of the data is contested,    the processing is unlawful or,    where we no longer need the data for the purposes of the processing.    Right to object: In line with the GDPR Article 21, you have a general right to raise an objection to the processing of your personal data in some particular circumstances. This right only applies where we cannot demonstrate compelling legitimate grounds for continued processing of your personal data for the purposes of direct provision of care, and compliance with a legal obligation to which we are subject.    If you wish to exercise any of your rights please contact the Practice (data controller) or the DPO and your request will be carefully considered.    Right to complain: If you are dissatisfied with the way Oaklands Health Centre process your data, you have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire    Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| |  | | --- | | b.      Other primary care services delivered for the purposes of direct care | | | | | |
| ***Recipients or categories of recipients of the personal or special categories of personal data*** | ***Purpose of the processing and data retention periods*** | ***Lawful basis***  ***General Data Protection Regulation***  ***- Article 6 -***  ***- Article 9 -***  ***Data Protection Act***  ***- Section 8 -***  ***- Section 10 -***  ***- Part 1 of Schedule 1 -*** | ***Your Rights*** | |
| Integrated Urgent Care Service (IUC) - covering Out of Hours and NHS 111 service | Integrated Urgent Care Service (IUC) is an urgent care service delivered across Dartford, Gravesham, Swanley, Medway, Swale, East and West Kent for the provision of a functionally integrated 24/7 urgent care access, clinical advice and treatment service for patients. IUC incorporates NHS 111 and Out of Hours (OOH) services, which is often referred to as an IUC Clinical Assessment Service.    The purpose of IUC is to ensure that patients receive the best possible healthcare service in their community.  If you visit the urgent care centre or call NHS 111 for health related needs, personal data in your GP record will be shared with healthcare professionals in order to enable them make the best the best informed decision about your health needs.  The source of the information shared in this way is your electronic GP record.  Data Retention Period  All records held by the Practice will be kept for the duration specified in the [Records Management Code of Practice 2020](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_Code_of_Practice_2020_3.pdf) | The processing of personal data is permitted under the following GDPR and DPA conditions:  [GDPR Article 6(1) (e) - public interest or in the exercise of official authority;](https://gdpr-info.eu/art-6-gdpr/)  [DPA Section 8 (d) - processing is necessary for the exercise of statutory functions;](http://www.legislation.gov.uk/ukpga/2018/12/section/8/enacted)    The processing of special categories of personal data concerning health is permitted under the following GDPR and DPA conditions:  [GDPR Article 9 (2) (h) - processing is necessary for medical or social care treatment or, the management of health or social care systems and services;](https://gdpr-info.eu/art-9-gdpr/)  [DPA Section 10 (1) (c) – processing is necessary for health and social care purposes;](http://www.legislation.gov.uk/ukpga/2018/12/section/10/enacted)    [In accordance with DPA Schedule 1, Part 1, (2) -health or social care purposes means the purposes of preventive or occupational medicine; medical diagnosis; the provision of health care or treatment; the provision of social care, or the management of health care systems or services or social care systems or services.](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted)    Related Legislations:  [Section 251B Health and Social Care (Safety and Quality Act) 2015 (Duty to Share)](http://www.legislation.gov.uk/ukpga/2015/28/pdfs/ukpga_20150028_en.pdf); | You have the right to:        To access, view or request copies of your personal information;        request rectification of any inaccuracy in your personal information;        restrict the processing of your personal information where:    accuracy of the data is contested,    the processing is unlawful or,    where we no longer need the data for the purposes of the processing.    Right to object: In line with the GDPR Article 21, you have a general right to raise an objection to the processing of your personal data in some particular circumstances. This right only applies where we cannot demonstrate compelling legitimate grounds for continued processing of your personal data for the purposes of direct provision of care, and compliance with a legal obligation to which we are subject.    If you wish to exercise any of your rights please contact the Practice (data controller) or the DPO and your request will be carefully considered.    Right to complain: If you are dissatisfied with the way Oaklands Health Centre process your data, you have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire    Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| Continuing Health Care (CHC) | NHS Continuing Health Care (CHC) is free care outside of hospital that is arranged and funded by the NHS to support living with complex medical conditions and on-going healthcare needs which can be delivered in the patient’s home, at their care home or in non-acute hospitals.  CHC is free, unlike support from social services for which a fee may be charged, depending on your income and savings. CHC is different from NHS Funded Nursing Care, which some people with less complex needs living in care homes receive.  If you require CHC needs personal data concerning your GP medical record will be shared with the care home or in non-acute hospitals looking after you.  The source of the information shared in this way is your electronic GP record.  Data Retention Period  All records held by the Practice will be kept for the duration specified in the [Records Management Code of Practice 2020](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_Code_of_Practice_2020_3.pdf) | The processing of personal data is permitted under the following GDPR and DPA conditions:  [GDPR Article 6(1) (e) - public interest or in the exercise of official authority;](https://gdpr-info.eu/art-6-gdpr/)  [DPA Section 8 (d) - processing is necessary for the exercise of statutory functions;](http://www.legislation.gov.uk/ukpga/2018/12/section/8/enacted)    The processing of special categories of personal data concerning health is permitted under the following GDPR and DPA conditions:  [GDPR Article 9 (2) (h) - processing is necessary for medical or social care treatment or, the management of health or social care systems and services;](https://gdpr-info.eu/art-9-gdpr/)  [DPA Section 10 (1) (c) – processing is necessary for health and social care purposes;](http://www.legislation.gov.uk/ukpga/2018/12/section/10/enacted)    [In accordance with DPA  Schedule 1, Part 1, (2) health or social care purposes means the purposes of preventive or occupational medicine; medical diagnosis; the provision of health care or treatment; the provision of social care, or the management of health care systems or services or social care systems or services.](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted)    Related Legislations:  [Common Law of Duty of Confidentiality](https://www.health-ni.gov.uk/articles/common-law-duty-confidentiality);  [Section 251B Health and Social Care (Safety and Quality Act) 2015 (Duty to Share)](http://www.legislation.gov.uk/ukpga/2015/28/pdfs/ukpga_20150028_en.pdf); | You have the right to:        To access, view or request copies of your personal information;        request rectification of any inaccuracy in your personal information;        restrict the processing of your personal information where:    accuracy of the data is contested,    the processing is unlawful or,    where we no longer need the data for the purposes of the processing.    Right to object: In line with the GDPR Article 21, you have a general right to raise an objection to the processing of your personal data in some particular circumstances. This right only applies where we cannot demonstrate compelling legitimate grounds for continued processing of your personal data for the purposes of direct provision of care, and compliance with a legal obligation to which we are subject.    If you wish to exercise any of your rights please contact the Practice (data controller) or the DPO and your request will be carefully considered. Right to complain: If you are dissatisfied with the way Oaklands Health Centre process your data, you have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire    Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| c.       Statutory Disclosures of Information | | | | |
| ***Recipients or categories of recipients of the personal or special categories of personal data*** | ***Purpose of the processing and data retention periods*** | ***Lawful basis***  ***General Data Protection Regulation***  ***- Article 6 -***  ***- Article 9 -***  ***Data Protection Act***  ***- Section 8 -***  ***- Section 10 -***  ***- Part 1 of Schedule 1 -*** | ***Your Rights*** | |
| Safeguarding Concerns – to prevent an individual, or to prevent a serious crime | Some members of public are recognised as needing safeguarding protection, for example children and vulnerable adults. If an individual is identified as being at risk from harm, we have a duty to do what we can to protect that individual, and we are bound ‘Safeguarding’ laws to do so.  Where there is a suspected or actual safeguarding issue we will share information that we hold about you with other relevant agencies such as local Ambulance trusts, the police, A&E departments, out of hours services, 111 or Social Services)  The source of the information shared in this way is your electronic GP record.  Data Retention Period  All records held by the Practice will be kept for the duration specified in the [Records Management Code of Practice 2020](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_Code_of_Practice_2020_3.pdf) | The processing of personal data is permitted under the following GDPR and DPA conditions:  [GDPR Article 6(1) (e) - public interest or in the exercise of official authority;](https://gdpr-info.eu/art-6-gdpr/)  [DPA Section 8 (d) - processing is necessary for the exercise of statutory functions;](http://www.legislation.gov.uk/ukpga/2018/12/section/8/enacted)  The processing of special categories of personal data concerning health is permitted under the following conditions:  [Article 9 (2) (c) – the processing is necessary to protect the vital interests of the data subject](https://gdpr-info.eu/art-9-gdpr/);  [Article 9(2) (b) – processing is necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of employment and social security and social protection law;](https://gdpr-info.eu/art-9-gdpr/)  [In accordance with DPA Schedule 1, Part 3, (30) (b) - the conditions for protecting individual’s vital interests is met where the data subject is physically or legally incapable of giving consent.](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted)    [In accordance with DPA Schedule 1, Part 2 (18) (1a) - the conditions is met where the processing is necessary for  protecting an individual from neglect or physical, mental or emotional harm,  or protecting the physical, mental or emotional well-being of an individual](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted)    Related Legislations:  [Section 47 of The Children Act 1989](https://www.legislation.gov.uk/ukpga/1989/41/section/47).  [Section 45 of the Care Act 2014](http://www.legislation.gov.uk/ukpga/2014/23/section/45/enacted) | This sharing is a legal and professional requirement and therefore there is no right to object.  [The Children Act 1989](https://www.legislation.gov.uk/ukpga/1989/41/section/47) requires local authorities to investigate where a child is the subject of an emergency protection order, is in police protection or where there is a reasonable cause to suspect that a child is suffering or is likely to suffer harm.  The Act requires the local authority to safeguard and promote the welfare of children who are in need, within their geographical area and to request help from specified authorities including General Practices, NHS Trusts, Clinical Commissioning Groups (CCGs) and NHS England.    Right to complain: If you are dissatisfied with the way Oaklands Health Centre process your data, you have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire    Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| [The Care Quality Commission (CQC)](http://www.cqc.org.uk/) | The Care Quality Commission (CQC) is a regulatory body established under the Health and Social Care Act. The CQC regulates health and social care services in England to ensure that safe health and care are provided. The law allows CQC to access identifiable patient data/medical records in our clinical system for the purposes of their assessment and investigation of significant safety incident.    The data will be shared with the Care Quality Commission, its officers and staff and members of the inspection teams that visit us from time to time.    The source of the information shared in this way is your electronic GP record.    Data Retention Period  All records held by the Practice will be kept for the duration specified in the [Records Management Code of Practice 2020](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_Code_of_Practice_2020_3.pdf) | The processing of personal data is permitted under the following conditions:  [Article 6(1) (c) - processing for legal obligation;](https://gdpr-info.eu/art-6-gdpr/)  [DPA Section 8 (d) - Processing is necessary for the exercise of statutory functions.](http://www.legislation.gov.uk/ukpga/2018/12/section/8/enacted)    The processing of special categories of personal data concerning health is permitted under the following conditions:  [Article 9 (2) (h) - processing is necessary for medical or social care treatment or, the management of health or social care systems and services](https://gdpr-info.eu/art-9-gdpr/)    [DPA Section 10 (1) (c) - health and social care purposes.](http://www.legislation.gov.uk/ukpga/2018/12/section/10/enacted)    [In accordance with DPA Schedule 1, Part 1 (2) health or social care purposes means the purposes of preventive or occupational medicine; medical diagnosis; the provision of health care or treatment; the provision of social care, or the management of health care systems or services or social care systems or services.](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted) | You have the right to:        To access, view or request copies of your personal information;        request rectification of any inaccuracy in your personal information;        restrict the processing of your personal information where:    accuracy of the data is contested,    the processing is unlawful or,    where we no longer need the data for the purposes of the processing.  Right to object: You have a general right to raise an objection to the processing of your personal data in some particular circumstances. This right only applies where we cannot demonstrate compelling legitimate grounds for continued processing of your personal data for the purposes of direct provision of care, and compliance with a legal obligation to which we are subject.    If you wish to exercise any of your rights please contact the Practice (data controller) or the DPO and your request will be carefully considered.    Right to complain: If you are dissatisfied with the way Oaklands Health Centre process your data, you have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire    Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| Law Enforcement and Regulatory Bodies | In some circumstances the Practice may be legally required to share personal information with law enforcements and regulatory bodies (without the consent of the data subject) such as: the Police; Courts of Justice; HMRC and DVLA for the purposes of prevention or detection of crime; apprehension or prosecution of offenders; the assessment or collection of any tax or duty or, of any imposition of a similar nature.    GPs are obliged to notify the DVLA when fitness to drive requires *notification but an individual cannot or will not notify the DVLA themselves, and* if there is concern for road safety, which would be for both the individual and the wider public.  Oaklands Health Centre will review each request based on its merits before deciding whether to release information to the ‘relevant authorities’.    The source of the information shared in this way is your electronic GP record.    Data Retention Period  All records held by the Practice will be kept for the duration specified in the [Records Management Code of Practice 2020](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_Code_of_Practice_2020_3.pdf) | The processing of personal data is permitted under the following conditions:  [Article 6(1) (e) - public interest or in the exercise of official authority;](https://gdpr-info.eu/art-6-gdpr/)    [DPA Section 8 (d) - Processing is necessary for the exercise of statutory functions.](http://www.legislation.gov.uk/ukpga/2018/12/section/8/enacted)    The processing of special categories of personal data concerning health is permitted under the following conditions:  [Article 9 (2) (G) – the processing is  necessary for reasons of substantial public interest](https://gdpr-info.eu/art-9-gdpr/)  In accordance with DPA Schedule 1, Part 2, (10) (1c) – the condition is met where the processing is necessary for the prevention or detection of an unlawful act | This sharing is a legal and professional requirement and therefore there is no right to object. Personal data processed for these purposes are exempt for the first data protection principle (processed lawfully, fairly and in a transparent manner).    Right to complain: If you are dissatisfied with the way Oaklands Health Centre process your data, you have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire    Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| Medico-Legal | Medico-Legal - Where a medical professional is holding personal data for the purpose of providing medical reports in connection with legal action.    The source of the information shared in this way is your electronic GP record. | The processing of personal data is permitted under the following conditions:  [GDPR Article 6(1) (c) - processing for legal obligation;](https://gdpr-info.eu/art-6-gdpr/)  The processing of special categories of personal data concerning health is permitted under the following conditions:  [GDPR Article 9 (2) (f) – the processing is necessary for the establishment, exercise or defence of legal claims;](https://gdpr-info.eu/art-9-gdpr/)  In accordance with DPA Schedule 1, Part 3, (33) - the conditions for processing for legal claims is met where it is in connection with, any legal proceedings including prospective legal proceedings or; for the purpose of obtaining a legal advice or; establishing exercising or defending legal rights. | This sharing is a legal and professional requirement and therefore there is no right to object.    Right to complain: If you are dissatisfied with the way Oaklands Health Centre process your data, you have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire    Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| [General Medical Council (GMC)](https://www.gmc-uk.org/) | General Medical Council (GMC) is a public body that maintains the official register of medical practitioners within the United Kingdom. Its primary responsibility is ‘to protect, promote and maintain the health and safety of the public’ by controlling entry to the register, and suspending or removing members when necessary.    Under the Medical Act 1983, the GMC has the power to request access to a patient’s medical records for the purposes of an investigation into a doctor’s fitness to practise.    The source of the information shared in this way is your electronic GP record.  Data Retention Period  All records held by the Practice will be kept for the duration specified in the [Records Management Code of Practice 2020](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_Code_of_Practice_2020_3.pdf) | The processing of personal data is permitted under the following conditions:  [Article 6(1) (c) - processing for legal obligation;](https://gdpr-info.eu/art-6-gdpr/)  [GDPR Article 6(1) (e) - public interest or in the exercise of official authority;](https://gdpr-info.eu/art-6-gdpr/)  [DPA Section 8 (d) - processing is necessary for the exercise of statutory functions;](http://www.legislation.gov.uk/ukpga/2018/12/section/8/enacted)    The processing of special categories of personal data concerning health is permitted under the following paragraph:  [Article 9 (2) (h) - processing is necessary for medical or social care treatment or, the management of health or social care systems and services](https://gdpr-info.eu/art-9-gdpr/)  [DPA Section 10 (1) (c) – processing is necessary for health and social care purposes;](http://www.legislation.gov.uk/ukpga/2018/12/section/10/enacted)    [In accordance with DPA Schedule 1, Part 1, (2) - health or social care purposes means the purposes of preventive or occupational medicine; medical diagnosis; the provision of health care or treatment; the provision of social care, or the management of health care systems or services or social care systems or services.](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted)    Related Legislation:  [The Medical Act 1983](https://www.gmc-uk.org/about/legislation/medical_act.asp) | You have the right to:        To access, view or request copies of your personal information;        request rectification of any inaccuracy in your personal information;        restrict the processing of your personal information where:    accuracy of the data is contested,    the processing is unlawful or,    where we no longer need the data for the purposes of the processing.  Right to object: You have a general right to raise an objection to the processing of your personal data in some particular circumstances. This right only applies where we cannot demonstrate compelling legitimate grounds for continued processing of your personal data for the purposes of direct provision of care, and compliance with a legal obligation to which we are subject.    Right to complain: If you are dissatisfied with the way Oaklands Health Centre process your data, you have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire    Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| [The Health Service Ombudsman (HSO)](https://www.ombudsman.org.uk/about-us/who-we-are) | The Health Service Ombudsman (HSO) was set up by Parliament to provide an independent complaint handling service for complaints that have not been resolved by the NHS in England and UK government departments.    The HSO has the power to request access to a patient’s medical records for the purpose of an investigation.    The source of the information shared in this way is your electronic GP record.    Data Retention Period  All records held by the Practice will be kept for the duration specified in the [Records Management Code of Practice 2020](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_Code_of_Practice_2020_3.pdf) | The processing of personal data is permitted under the following paragraph:  [Article 6(1) (c) - processing for legal obligation;](https://gdpr-info.eu/art-6-gdpr/)  [GDPR Article 6(1) (e) - public interest or in the exercise of official authority;](https://gdpr-info.eu/art-6-gdpr/)  The processing of special categories of personal data concerning health is permitted under the following paragraph:  [Article 9 (2) (h) - processing is necessary for medical or social care treatment or, the management of health or social care systems and services](https://gdpr-info.eu/art-9-gdpr/);    [DPA Section 10 (1) (c) – processing is necessary for health and social care purposes;](http://www.legislation.gov.uk/ukpga/2018/12/section/10/enacted)    [In accordance with DPA Schedule 1, Part 1, (2) - health or social care purposes means the purposes of preventive or occupational medicine; medical diagnosis; the provision of health care or treatment; the provision of social care, or the management of health care systems or services or social care systems or services.](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted)    Related Legislation:  [The Health Services Commissioners Act 1993,s12](http://www.legislation.gov.uk/ukpga/1993/46/section/12) | You have the right to:        To access, view or request copies of your personal information;        request rectification of any inaccuracy in your personal information;        restrict the processing of your personal information where:    accuracy of the data is contested,    the processing is unlawful or,    where we no longer need the data for the purposes of the processing.  Right to object: You have a general right to raise an objection to the processing of your personal data in some particular circumstances. This right only applies where we cannot demonstrate compelling legitimate grounds for continued processing of your personal data for the purposes of direct provision of care, and compliance with a legal obligation to which we are subject.    Right to complain: If you are dissatisfied with the way Oaklands Health Centre process your data, you have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire    Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| NHS Counter Fraud | Under the NHS Act 2006, investigations into fraud in the NHS may require access to confidential patient information.  This means that we are compelled by the law to share your data.  The source of the information shared in this way is your electronic GP record.  Data Retention Period  All records held by the Practice will be kept for the duration specified in the [Records Management Code of Practice 2020](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_Code_of_Practice_2020_3.pdf) | The processing of personal data is permitted under the following paragraph:  [Article 6(1) (c) - processing for legal obligation;](https://gdpr-info.eu/art-6-gdpr/)  The processing of special categories of personal data concerning health is permitted under the following paragraph:  [Article 9 (2) (h) - processing is necessary for medical or social care treatment or, the management of health or social care systems and services](https://gdpr-info.eu/art-9-gdpr/)  [In accordance with DPA Schedule 1, Part 1, (2) - health or social care purposes means the purposes of preventive or occupational medicine; medical diagnosis; the provision of health care or treatment; the provision of social care, or the management of health care systems or services or social care systems or services.](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted)    Related Legislation:  [S10 NHS Act 2006](https://www.legislation.gov.uk/ukpga/2006/41/part/10) | Right to complain: If you are dissatisfied with the way Oaklands Health Centre process your data, you have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire    Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| [NHS Digital](https://digital.nhs.uk/) – Statutory Data Collection | NHS Digital is a national information and technology partner to the health and social care system. NHS Digital use digital technology to transform the NHS and social care.  NHS Digital carries out [National Data collections/ extraction](https://digital.nhs.uk/data-and-information/data-collections-and-data-sets/data-collections) from the GP record. These include:    National Diabetes Audit (NDA) - A national monitoring system, auditing the care of patients with diabetes. The data extracted for the purpose of NDA includes NHS Number, date of birth and postcode, as well as clinical parameters related to diabetes. NDA is a mandatory data extraction under section [259 of the Health and Social Care Act 2012](http://www.legislation.gov.uk/ukpga/2012/7/section/254/enacted), this means that we are compelled by law to share your data    Individual GP Level Data (IGPLD) - A national monitoring system to enable NHS Digital to provide GPs with clinical information on the care provision for their patients. The data extracted includes the NHS number. IGPLD is a mandatory data extraction under [259 of the Health and Social Care Act 2012](http://www.legislation.gov.uk/ukpga/2012/7/section/254/enacted), this means that we are compelled by law to share your data    FGM) - NHS Digital collects data on FGM within the NHS in England on behalf of the Department of Health (DH). Data collected is used to produce information that helps improve NHS and local authorities to improve on how they support women and girls who have had or, who are at risk of FGM.    FGM Enhanced Dataset is a mandatory data extraction under section [259 of the Health and Social Care Act 2012](http://www.legislation.gov.uk/ukpga/2012/7/section/254/enacted), this means that we are compelled by law to share your data when required.    The source of the information shared in this way is your electronic GP record.  Data Retention Period  All records held by the Practice will be kept for the duration specified in the [Records Management Code of Practice 2020](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_Code_of_Practice_2020_3.pdf) | The processing of personal data is permitted under the following condition:  [Article 6(1) (c) - processing for legal obligation;](https://gdpr-info.eu/art-6-gdpr/)  The processing of special categories of personal data concerning health is permitted under the following GDPR and DPA conditions:  [GDPR Article 9 (2) (h) - processing is necessary for medical or social care treatment or, the management of health or social care systems and services;](https://gdpr-info.eu/art-9-gdpr/)  [DPA Section 10 (1) (c) – processing is necessary for health and social care purposes;](http://www.legislation.gov.uk/ukpga/2018/12/section/10/enacted)    [In accordance with DPA Schedule 1, Part 1, (2) - health or social care purposes means the purposes of preventive or occupational medicine; medical diagnosis; the provision of health care or treatment; the provision of social care, or the management of health care systems or services or social care systems or services.](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted)    Related Legislation:  S[259 of the Health and Social Care Act 2012](http://www.legislation.gov.uk/ukpga/2012/7/section/254/enacted) | You have the right to:        To access, view or request copies of your personal information;        request rectification of any inaccuracy in your personal information;        restrict the processing of your personal information where:    accuracy of the data is contested,    the processing is unlawful or,    where we no longer need the data for the purposes of the processing.    Right to object: You do not have the right to object as the sharing is a legal and professional requirement under the law.    Whilst there is no right to object when we are complying with a legal obligation, NHS Digital respects Type 1 objections (9Nu0 read codes) present in the GP record and no data will be extracted and uploaded if so.    Right to complain: If you are dissatisfied with the way Oaklands Health Centre process your data, you have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire    Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| [NHS England](https://www.england.nhs.uk/contact-us/privacy/privacy-notice/your-information/) | NHS England is responsible for securing, planning, designing and paying for Primary Care & Specialised NHS services not otherwise funded by Kent and Medway CCGs. This includes planned and emergency hospital care, mental health, rehabilitation, community and primary medical care (GP) services.  We may often share personal information with NHS England potentially for safeguarding concerns that need escalating beyond our borough.    Where required the Practice may also have to share staff personal information with NHS England for the purpose of allegations framework or performers list.    The source of the information that may be shared in this instance are in the staff record and patient’s electronic GP record.  Data Retention Period  All records held by the Practice will be kept for the duration specified in the [Records Management Code of Practice 2020](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_Code_of_Practice_2020_3.pdf) | The processing of personal data is permitted under the following conditions:  [Article 6(1) (c) - processing for legal obligation;](https://gdpr-info.eu/art-6-gdpr/)  [DPA Section 8 (d) - processing is necessary for the exercise of statutory functions;](http://www.legislation.gov.uk/ukpga/2018/12/section/8/enacted)  The processing of special categories of personal data concerning health is permitted under the following paragraph:  [Article 9 (2) (h) - processing is necessary for medical or social care treatment or, the management of health or social care systems and services](https://gdpr-info.eu/art-9-gdpr/)*.*  [In accordance with DPA Schedule 1, Part 1, (2) - health or social care purposes means the purposes of preventive or occupational medicine; medical diagnosis; the provision of health care or treatment; the provision of social care, or the management of health care systems or services or social care systems or services.](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted) | You have the right to:        To access, view or request copies of your personal information;        request rectification of any inaccuracy in your personal information;        restrict the processing of your personal information where:    accuracy of the data is contested,    the processing is unlawful or,    where we no longer need the data for the purposes of the processing.    Right to object: You do not have the right to object as the sharing is a legal and professional requirement under the law.    If you wish to exercise any of your rights please contact the Practice (data controller) or the DPO and your request will be carefully considered.    Right to complain: If you are dissatisfied with the way Oaklands Health Centre process your data, you have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire    Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| [National Cancer Diagnosis Audit (NCDA).](https://www.cancerresearchuk.org/health-professional/diagnosis/national-cancer-diagnosis-audit) | The National Cancer Diagnosis Audit (NCDA) looks at primary and secondary care data relating to patients diagnosed with cancer. It helps to understand pathways to cancer diagnosis, what works well and where improvements could be made.  The audit looks specifically at clinical practice in order to understand:           interval length from patient presentation to diagnosis;           use of investigations prior to referral;           what the referral pathways for patients with cancer are and how they compare with those recorded by the cancer registry | The processing of personal data is permitted under the following conditions:  [Article 6(1) (c) - processing for legal obligation;](https://gdpr-info.eu/art-6-gdpr/)  [DPA Section 8 (d) - processing is necessary for the exercise of statutory functions;](http://www.legislation.gov.uk/ukpga/2018/12/section/8/enacted)  The processing of special categories of personal data concerning health is permitted under the following paragraph:  [Article 9 (2) (h) - processing is necessary for medical or social care treatment or, the management of health or social care systems and services](https://gdpr-info.eu/art-9-gdpr/)*.*  [In accordance with DPA Schedule 1, Part 1, (2) - health or social care purposes means the purposes of preventive or occupational medicine; medical diagnosis; the provision of health care or treatment; the provision of social care, or the management of health care systems or services or social care systems or services.](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted) | You have the right to:        To access, view or request copies of your personal information;        request rectification of any inaccuracy in your personal information;        restrict the processing of your personal information where:    accuracy of the data is contested,    the processing is unlawful or,    where we no longer need the data for the purposes of the processing.    Right to object: You do not have the right to object as the sharing is a legal and professional requirement under the law.    If you wish to exercise any of your rights please contact the Practice (data controller) or the DPO and your request will be carefully considered.    Right to complain: If you are dissatisfied with the way Oaklands Health Centre process your data, you have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire    Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| [Public Health](https://www.gov.uk/government/organisations/public-health-england/about) | Public Health England is an executive agency of the Department of Health and Social Care, and a distinct organisation with operational autonomy.  The main purpose of the organisation is to protect and improve the health and wellbeing of citizens. These include the management of smoking, alcohol and obesity; management of epidemics and infections such as flu, measles, tuberculosis or outbreaks of food poisoning.  The source of the information shared in this way is your electronic GP record.  Data Retention Period  All records held by the Practice will be kept for the duration specified in the [Records Management Code of Practice 2020](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_Code_of_Practice_2020_3.pdf) | The processing of personal data is permitted under the following paragraph:  [Article 6(1) (c) - processing for legal obligation;](https://gdpr-info.eu/art-6-gdpr/)  The processing of special categories of personal data concerning health is permitted under the following condition:  [GDPR Article 9(2) (i) – processing is necessary for reasons of public interest in the area of public health, such as protecting against serious cross-border threats to health or ensuring high standards of quality and safety of health care and of medicinal products or medical devices.](https://gdpr-info.eu/art-9-gdpr/)    [In accordance with DPA Schedule 1, Part 1 (3) (a) – the condition is met where the processing is necessary for reasons of public interest in the area of public health, and is carried out by or under the responsibility of a health professional, or by another person who in the circumstances owes a duty of confidentiality under an enactment or rule of law](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted).    Related Legislations:  [The Health Protection (Notification) Regulations 2010 (SI 2010/659);](http://www.legislation.gov.uk/uksi/2010/659/contents/made)  [The Health Protection (Local Authority Powers);](http://www.legislation.gov.uk/uksi/2010/657/contents/made)  [Regulations 2010 (SI 2010/657)](http://www.legislation.gov.uk/uksi/2010/657/contents/made) | You have the right to:        To access, view or request copies of your personal information;        request rectification of any inaccuracy in your personal information;        restrict the processing of your personal information where:    accuracy of the data is contested,    the processing is unlawful or,    where we no longer need the data for the purposes of the processing.    Right to object: You have a general right to raise an objection to your personal data being shared with the recipient.    If you wish to exercise any of your rights please contact the Practice (data controller) or the DPO and your request will be carefully considered.    Right to complain: If you are dissatisfied with the way Oaklands Health Centre process your data, you have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire    Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| **d. Processing for the Purposes of Commissioning, Planning, Research and Risk Stratification** | | | | |
| ***Recipients or categories of recipients of the personal or special categories of personal data*** | ***Purpose of the processing and data retention periods*** | ***Lawful basis***  ***General Data Protection Regulation***  ***- Article 6 -***  ***- Article 9 -***  ***Data Protection Act***  ***- Section 8 -***  ***- Section 10 -***  ***- Part 1 of Schedule 1 -*** | ***Your Rights*** | |
| Kent and Medway Clinical Commissioning Groups CCG (s) | Clinical Commissioning Group (CCGs) are responsible for securing, planning, designing and paying for your NHS services, including planned and emergency hospital care, mental health, rehabilitation, community and primary medical care (GP) services. This is known as ‘Commissioning’.    In order to enable Kent and Medway CCG(s) carry out its statutory responsibilities effectively, efficiently and safely,  we may share personal data about you with the CCG for the following purposes:        Individual Funding Requests;        Continuing Health Care;        Appeals, queries or compliments; safeguarding concerns;        Commissioning purposes such as payment for target achievement known as Quality and Outcomes Framework (QOF); and where the Practice is participating in agreed national or local enhanced services.    The source of the information shared in this way is your electronic GP record.    Data retention period: All records held by the Practice will be kept for the duration specified in the [Records Management Code of Practice 2020](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_Code_of_Practice_2020_3.pdf)    Data Retention Period  All records held by the Practice will be kept for the duration specified in the [Records Management Code of Practice 2020](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_Code_of_Practice_2020_3.pdf) | The processing of personal data is permitted under the following condition:  [Article 6(1) (e) - public interest or in the exercise of official authority.](https://gdpr-info.eu/art-6-gdpr/)    The processing of special categories of personal data concerning health is permitted under the following paragraph:  [Article 9 (2) (h) - processing is necessary for medical or social care treatment or, the management of health or social care systems and services](https://gdpr-info.eu/art-9-gdpr/) | You have the right to:        To access, view or request copies of your personal information;        request rectification of any inaccuracy in your personal information;        restrict the processing of your personal information where:    accuracy of the data is contested,    the processing is unlawful or,    where we no longer need the data for the purposes of the processing.    Right to object: You have a general right to raise an objection to your personal data being shared with the recipient.    If you wish to exercise any of your rights please contact the Practice (data controller) or the DPO and your request will be carefully considered.    Right to complain: If you are dissatisfied with the way Oaklands Health Centre process your data, you have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire    Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| “Risk Stratification" (Population Health Management and Case Finding)    Recipient: Optum | Oaklands Health Centre performs computerised searches of some or all of our records to identify individuals who may be at increased risk of certain conditions or diagnoses i.e. Diabetes, heart disease, risk of falling). Your records may be amongst those searched. This is often called “risk stratification” or “case finding”. These searches are sometimes carried out by Data Processors who link our records to other records that they access, such as hospital attendance records. The results of these searches and assessment may then be shared with other healthcare workers, such as specialist, therapists, technicians etc. The information that is shared is to enable the other healthcare workers to provide the most appropriate advice, investigations, treatments, therapies and or care.  Risk stratification can be grouped into two purposes namely:  Direct Care – ‘Case Finding’ where carried out by a health professional (e.g. GPs and Provider) involved in an individual’s care or by a data processor acting under contract with such a provider, it is treated as direct care.  Indirect Care - understand the local population needs and plan for future requirement.  The source of the information shared in this way is your electronic GP record.  Data Retention Period  All records held by the Practice will be kept for the duration specified in the [Records Management Code of Practice 2020](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_Code_of_Practice_2020_3.pdf) | The processing of personal data is permitted under the following GDPR and DPA conditions:  [GDPR Article 6(1) (e) - public interest or in the exercise of official authority;](https://gdpr-info.eu/art-6-gdpr/)  [DPA Section 8 (d) - processing is necessary for the exercise of statutory functions;](http://www.legislation.gov.uk/ukpga/2018/12/section/8/enacted)    The processing of special categories of personal data concerning health is permitted under the following GDPR and DPA conditions:  [GDPR Article 9 (2) (h) - processing is necessary for medical or social care treatment or, the management of health or social care systems and services;](https://gdpr-info.eu/art-9-gdpr/)  [DPA Section 10 (1) (c) – processing is necessary for health and social care purposes;](http://www.legislation.gov.uk/ukpga/2018/12/section/10/enacted)    [In accordance with DPA Schedule 1, Part 1, (2) - health or social care purposes means the purposes of preventive or occupational medicine; medical diagnosis; the provision of health care or treatment; the provision of social care, or the management of health care systems or services or social care systems or services.](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted)    Related Legislation:  [Section 251 NHS Act 2006](https://www.legislation.gov.uk/ukpga/2006/41/section/251) | You have the right to:        To access, view or request copies of your personal information;        request rectification of any inaccuracy in your personal information;        restrict the processing of your personal information where:    accuracy of the data is contested,    the processing is unlawful or,    where we no longer need the data for the purposes of the processing.    Right to object: You have a general right to raise an objection to your personal data being shared with the recipient for the purpose of Indirect Care.    If you wish to exercise any of your rights please contact the Practice (data controller) or the DPO and your request will be carefully considered.    Right to complain: If you are dissatisfied with the way Oaklands Health Centre process your data, you have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire    Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| Research Partners | Oaklands Health Centre participates projects ad will only agree to do so if there is an agreed clearly defined reason for the research that is likely to benefit healthcare and patients. Such proposals will normally have a consent process, ethics committee approval, and will be in line with the principles of [Article 89(1) of GDPR](https://gdpr-info.eu/art-89-gdpr/).    Research organisations do not usually approach patients directly but will ask us to make contact with suitable patients to seek their consent. Occasionally research can be authorised under law without the need to obtain consent. This is known as the Section 251 arrangement.    We may also use your medical records to carry out research within the practice.  We share information with the following medical research organisations with your explicit consent or when the law allows:  **To be filled**  The source of the information shared in this way is your electronic GP record.  You have the right to object to the sharing of your personal health data concerning your GP medical for research purposes.    Data Retention Period  All records held by the Practice will be kept for the duration specified in the [Records Management Code of Practice 2020](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_Code_of_Practice_2020_3.pdf) | The processing of personal data is permitted under the following GDPR and DPA conditions:  [GDPR Article 6(1) (e) - public interest or in the exercise of official authority;](https://gdpr-info.eu/art-6-gdpr/)  [DPA Section 8 (d) - processing is necessary for the exercise of statutory functions;](http://www.legislation.gov.uk/ukpga/2018/12/section/8/enacted)  The processing of special categories of personal data is permitted under the following GDPR and DPA conditions:  [Article 9 (2) (i) - for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes in accordance with Article 89(1) based on Union or Member State law](https://gdpr-info.eu/art-9-gdpr/)    [In accordance with DPA Schedule 1, Part 1, (4) - The condition for the processing is met where it is necessary for archiving purposes, scientific or historical research purposes or statistical purposes; carried out in accordance with Article 89(1) of the GDPR and DPA Section 19, and the processing is in the public interest.](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted) | You have the right to:        To access, view or request copies of your personal information;        request rectification of any inaccuracy in your personal information;        restrict the processing of your personal information where:    accuracy of the data is contested,    the processing is unlawful or,    where we no longer need the data for the purposes of the processing.    Right to object: You have a general right to raise an objection to your personal data being shared with the recipient.    If you wish to exercise any of your rights please contact the Practice (data controller) or the DPO and your request will be carefully considered.    Right to complain: If you are dissatisfied with the way Oaklands Health Centre process your data, you have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire    Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| Employment Processing | The Practice ensures the protection of the rights and freedoms in respect of the processing of its  employees’ personal data, in particular for the purposes of the recruitment, obligations performance contract of employment, rights and benefits management planning, health and safety, equality and diversity in the workplace, health and safety at work.  The Practice ensures that personal data it collects from employees are used only for employment related purposes or where there is a statutory obligation to share the personal information with to regulatory bodies (e.g. courts, police or NHS England).  Data Retention Period  All records held by the Practice will be kept for the duration specified in the [Records Management Code of Practice 2020](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_Code_of_Practice_2020_3.pdf) | The processing of personal data is permitted under the following GDPR and DPA conditions:  [GDPR Article 6(1) (e) - public interest or in the exercise of official authority;](https://gdpr-info.eu/art-6-gdpr/)  [DPA Section 8 (d) - processing is necessary for the exercise of statutory functions;](http://www.legislation.gov.uk/ukpga/2018/12/section/8/enacted)      The processing of special categories of personal data is permitted under the following conditions:  [(2) (b): processing is necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject](https://gdpr-info.eu/art-9-gdpr/);  [In accordance with DPA  Schedule 1, Part 1 , (1a) - the the processing for employment, social security and social protection is met where it is for the purposes of performing or exercising obligations or rights which are imposed or conferred by law on the controller or the data subject in connection with employment, social security or social protection;](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted) | Employees have the  right to:        To access, view or request copies of their personal information held by the Practice;        request rectification of any inaccuracy to their personal information;        restrict the processing of their personal information where:    accuracy of the data is contested,    the processing is unlawful or,    where we no longer need the data for the purposes of the processing.  Right to object: Employees have a general right to raise an objection to the sharing personal data.    If an employee wishes to exercise his/her rights they can contact the Practice (data controller) or the DPO and their request will be carefully considered.    Right to complain: If an employee is dissatisfied with the way Oaklands Health Centre process his/her personal data, they have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire    Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| **e. Data Sharing Databases** | | | | |
| ***System/database***  ***Recipients or categories of recipients of the personal or special categories of personal data*** | ***Purpose of the processing and data retention period*** | ***Lawful basis***  ***General Data Protection Regulation***  ***- Article 6 -***  ***- Article 9 –***  ***Data Protection Act***  ***- Section 8 -***  ***- Section 10 –***  ***-Part 1 of Schedule 1 -*** | ***Your Rights*** | |
| [The Kent and Medway Care Record](https://kentandmedway.nhs.uk/workstreams/digital/kmcr/) | The Kent and Medway Care Record (KMCR) is a single, shared care record for each patient who is cared for by the NHS or social services in Kent and Medway. Relevant information from the record will be able to be seen by all the health and care professionals who need to see it, and patients will be able to access their own records as well.    The shared care record includes information about patients/servicer users recorded by acute hospitals, mental health, community health, social care and GP Practices.    Healthcare professionals across Kent and Medway are able to access can access subsets of their patients/service users’ medical or social records from a single system in order to provide the best possible care.    The source of the information shared in this way is your electronic GP record for the purposes of direct patient care.  Data Retention Period:  All records held in the Practice EMIS  system are kept for the duration specified in the [Records Management Code of Practice 2020](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_Code_of_Practice_2020_3.pdf)  “GP records should be retained until 10 years after the patient's death or after the patient has permanently left the country, unless they remain in the European Union.    Electronic patient records must not be destroyed or deleted for the foreseeable future.” | The processing of personal data is permitted under the following GDPR and DPA conditions:  [Article 6(1) (c) - processing for legal obligation;](https://gdpr-info.eu/art-6-gdpr/)  [GDPR Article 6(1) (e) - public interest or in the exercise of official authority;](https://gdpr-info.eu/art-6-gdpr/)  [DPA Section 8 (d) - processing is necessary for the exercise of statutory functions;](http://www.legislation.gov.uk/ukpga/2018/12/section/8/enacted)    The processing of special categories of personal data concerning health is permitted under the following GDPR and DPA conditions:  [GDPR Article 9 (2) (h) - processing is necessary for medical or social care treatment or, the management of health or social care systems and services;](https://gdpr-info.eu/art-9-gdpr/)  [DPA Section 10 (1) (c) – processing is necessary for health and social care purposes;](http://www.legislation.gov.uk/ukpga/2018/12/section/10/enacted)    [In accordance with DPA Schedule 1, Part 1, (2) - health or social care purposes means the purposes of preventive or occupational medicine; medical diagnosis; the provision of health care or treatment; the provision of social care, or the management of health care systems or services or social care systems or services.](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted)    Related Legislation:  [Section 251B Health and Social Care (Safety and Quality Act) 2015 (Duty to Share)](http://www.legislation.gov.uk/ukpga/2015/28/pdfs/ukpga_20150028_en.pdf);  [Common Law of Duty of Confidentiality](https://www.health-ni.gov.uk/articles/common-law-duty-confidentiality) | You have the right to:        To access, view or request copies of your personal information;        request rectification of any inaccuracy in your personal information;        restrict the processing of your personal information where:    accuracy of the data is contested,    the processing is unlawful or,    where we no longer need the data for the purposes of the processing.    Right to object or opt-out: You have the right to raise an objection to your personal data being shared in EMIS with your Practice. Although we will first need to explain how this may affect the care you receive.    If you wish to exercise any of your rights please contact the Practice (data controller) or the DPO and your request will be carefully considered.    Right to complain: If you are dissatisfied with the way Oaklands Health Centre process your data, you have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire  Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| [EMIS Health](https://www.emishealth.com/home) Systems Local Record Sharing – Integrated Care: | EMIS Local Record Sharing enables your GP medical record held on our secure EMIS Web clinical system to be shared with other healthcare Providers (e.g. acute hospitals, mental and community health and other GPs) who are commissioned to provide to provide health care services within your borough.  This local sharing is used to provide direct patient care for services such as continued extended access, home visits, universal offers, musculoskeletal service, GP at front door and other neighbourhood services across East Kent.  The information is accessed in real time and on-demand, meaning that data from your GP record is neither extracted, nor uploaded, nor sent anywhere in real time and on-demand, meaning that data from your GP record is neither extracted, nor uploaded, nor sent anywhere.  The source of the information shared in this way is your electronic GP record.  Data Retention Period:  All records held in the Practice EMIS  system are kept for the duration specified in the [Records Management Code of Practice 2020](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_Code_of_Practice_2020_3.pdf) | The processing of personal data is permitted under the following GDPR and DPA conditions:  [GDPR Article 6(1) (e) - public interest or in the exercise of official authority;](https://gdpr-info.eu/art-6-gdpr/)  [DPA Section 8 (d) - processing is necessary for the exercise of statutory functions;](http://www.legislation.gov.uk/ukpga/2018/12/section/8/enacted)    The processing of special categories of personal data concerning health is permitted under the following GDPR and DPA conditions:  [GDPR Article 9 (2) (h) - processing is necessary for medical or social care treatment or, the management of health or social care systems and services;](https://gdpr-info.eu/art-9-gdpr/)  [DPA Section 10 (1) (c) – processing is necessary for health and social care purposes;](http://www.legislation.gov.uk/ukpga/2018/12/section/10/enacted)  [In accordance with DPA Schedule 1, Part 1, (2) - health or social care purposes means the purposes of preventive or occupational medicine; medical diagnosis; the provision of health care or treatment; the provision of social care, or the management of health care systems or services or social care systems or services.](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted)    Related Legislation:  [Common Law of Duty of Confidentiality](https://www.health-ni.gov.uk/articles/common-law-duty-confidentiality) | You have the right to:        To access, view or request copies of your personal information;        request rectification of any inaccuracy in your personal information;        restrict the processing of your personal information where:    accuracy of the data is contested,    the processing is unlawful or,    where we no longer need the data for the purposes of the processing.    Right to object: You have a general right to raise an objection to your personal data being shared with the recipients.    If you wish to exercise any of your rights please contact the Practice (data controller) or the DPO and your request will be carefully considered.    Right to complain: If you are dissatisfied with the way Oaklands Health Centre process your data, you have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire    Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| [Vision 360](http://www.inps.co.uk/my-vision/user-guides-downloads/user-guides/vision-360-practice-access-user-guidepdf) System - Local Record Sharing – Integrated Care: | [Vision 360](http://www.inps.co.uk/my-vision/user-guides-downloads/user-guides/vision-360-practice-access-user-guidepdf) Practice Access provides secure, remote access to a patient's clinical data including medical history, therapy and test results. It allows Vision and Emis Web Practices you to share, view, record and edit patient consultation details between the two systems irrespective of technological and organisation boundaries.    The Vision 360 is used to provide Direct Patient Care for services such as continued extended access, home visits, universal offers, musculoskeletal service, GP at front door and other neighbourhood services across East Kent.  The information is accessed in real time and on-demand, meaning that data from your GP record is neither extracted, nor uploaded, nor sent anywhere in real time and on-demand, meaning that data from your GP record. | under the following GDPR and DPA conditions:  [GDPR Article 6(1) (e) - public interest or in the exercise of official authority;](https://gdpr-info.eu/art-6-gdpr/)  [DPA Section 8 (d) - processing is necessary for the exercise of statutory functions;](http://www.legislation.gov.uk/ukpga/2018/12/section/8/enacted)    The processing of special categories of personal data concerning health is permitted under the following GDPR and DPA conditions:  [GDPR Article 9 (2) (h) - processing is necessary for medical or social care treatment or, the management of health or social care systems and services;](https://gdpr-info.eu/art-9-gdpr/)  [DPA Section 10 (1) (c) – processing is necessary for health and social care purposes;](http://www.legislation.gov.uk/ukpga/2018/12/section/10/enacted)  [In accordance with DPA Schedule 1, Part 1, (2) - health or social care purposes means the purposes of preventive or occupational medicine; medical diagnosis; the provision of health care or treatment; the provision of social care, or the management of health care systems or services or social care systems or services.](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted)    Related Legislation:  [Section 251B Health and Social Care (Safety and Quality Act) 2015 (Duty to Share)](http://www.legislation.gov.uk/ukpga/2015/28/pdfs/ukpga_20150028_en.pdf);  [Common Law of Duty of Confidentiality](https://www.health-ni.gov.uk/articles/common-law-duty-confidentiality) | You have the right to:        To access, view or request copies of your personal information;        request rectification of any inaccuracy in your personal information;        restrict the processing of your personal information where:    accuracy of the data is contested,    the processing is unlawful or,    where we no longer need the data for the purposes of the processing.    Right to object: You have a general right to raise an objection to your personal data being shared with the recipients.    If you wish to exercise any of your rights please contact the Practice (data controller) or the DPO and your request will be carefully considered.    Right to complain: If you are dissatisfied with the way Oaklands Health Centre process your data, you have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire    Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| [Healthcare Gateway](https://healthcaregateway.co.uk/about-mig/) | [Healthcare Gateway](https://healthcaregateway.co.uk/about-mig/) is the system supplier of [Medical Interoperability Gateway (MIG)](https://healthcaregateway.co.uk/services/) that can save hours of clinician time each day by providing healthcare professionals with instant access to real-time information about a patient.  [The MIG](https://healthcaregateway.co.uk/services/) is a secure middleware technology which enables the two-way exchange of patient information between local healthcare settings. This helps the clinicians to make informed treatment decisions faster and improve the efficiency of care by preventing unnecessary hospital admissions/appointments and duplicated tests. | The processing of personal data is permitted under the following GDPR and DPA conditions:  [GDPR Article 6(1) (e) - public interest or in the exercise of official authority;](https://gdpr-info.eu/art-6-gdpr/)  [DPA Section 8 (d) - processing is necessary for the exercise of statutory functions;](http://www.legislation.gov.uk/ukpga/2018/12/section/8/enacted)    The processing of special categories of personal data concerning health is permitted under the following GDPR and DPA conditions:  [GDPR Article 9 (2) (h) - processing is necessary for medical or social care treatment or, the management of health or social care systems and services;](https://gdpr-info.eu/art-9-gdpr/)  [DPA Section 10 (1) (c) – processing is necessary for health and social care purposes;](http://www.legislation.gov.uk/ukpga/2018/12/section/10/enacted)  [In accordance with DPA Schedule 1, Part 1, (2) - health or social care purposes means the purposes of preventive or occupational medicine; medical diagnosis; the provision of health care or treatment; the provision of social care, or the management of health care systems or services or social care systems or services.](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted)    Related Legislation:  [Common Law of Duty of Confidentiality](https://www.health-ni.gov.uk/articles/common-law-duty-confidentiality) | You have the right to:        To access, view or request copies of your personal information;        request rectification of any inaccuracy in your personal information;        restrict the processing of your personal information where:    accuracy of the data is contested,    the processing is unlawful or,    where we no longer need the data for the purposes of the processing.    Right to object: You have a general right to raise an objection to your personal data being shared with the recipients.    If you wish to exercise any of your rights please contact the Practice (data controller) or the DPO and your request will be carefully considered.    Right to complain: If you are dissatisfied with the way Oaklands Health Centre process your data, you have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire    Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| [National NHS Digital Services “Spine” including:](https://digital.nhs.uk/services/spine)  [Patient Demographics Service](https://digital.nhs.uk/services/demographics)  [e-Referral Service](https://digital.nhs.uk/services/nhs-e-referral-service/)  [Electronic Prescription Service](https://digital.nhs.uk/services/electronic-prescription-service)  [GP2GP](https://digital.nhs.uk/services/gp2gp)  [Summary Care Record](https://digital.nhs.uk/services/summary-care-records-scr) | [Spine](https://digital.nhs.uk/services/spine) supports the IT infrastructure for health and social care in England, joining together over 23,000 healthcare IT systems in 20,500 organisations.    It hosts 5 key services to support the delivery of your care. They enable healthcare professionals, authorised with an NHS smartcard, to view relevant information about you as follows    [Patient Demographics Service](https://digital.nhs.uk/services/demographics) – The Personal Demographics Service (PDS) is the national electronic database of NHS patient details such as name, address, date of birth and NHS Number (known as demographic information). It helps healthcare professionals to identify patients and match them to their health records. It also allows them to contact and communicate with patients.    [Summary Care Record (SCR](https://digital.nhs.uk/services/summary-care-records-scr)) – is an electronic record of important patient information, created from GP medical records. It can be seen and used by authorised staff in other areas of the health and care system involved in the patient's direct care.    When your personal health records on your GP Record is uploaded to the spine, NHS Digital becomes the data controller for the uploaded information.    The source of the information shared in this way is your electronic GP record.    At a minimum, the SCR holds important information about;           current medication           allergies and details of any previous bad reactions to medicines           the name, address, date of birth and NHS number of the patient  The patient can also choose to include [additional information in the SCR](https://digital.nhs.uk/services/summary-care-records-scr/additional-information-in-scr), such as details of long-term conditions, significant medical history, or specific communications needs.    [e-Referral Service](https://digital.nhs.uk/services/nhs-e-referral-service/) - The NHS e-Referral Service (e-RS) combines electronic booking with a choice of place, date and time for first hospital or clinic appointments. Patients can choose their initial hospital or clinic appointment, book it in the GP surgery at the point of referral, or later at home on the phone or online.    [Electronic Prescription Service](https://digital.nhs.uk/services/electronic-prescription-service) - The Electronic Prescription Service (EPS) sends electronic prescriptions from GP surgeries to pharmacies. Eventually EPS will remove the need for most paper prescriptions.    [GP2GP](https://digital.nhs.uk/services/gp2gp) - GP2GP allows patients' electronic health records to be transferred directly, securely, and quickly between their old and new practices, when they change GPs. This improves patient care by making full and detailed medical records available to practices, for a new patient's first and later consultations.    The source of the information shared in all of the instances above in this way is your electronic GP record.    Data Retention Period:  All records held in the Practice EMIS  system are kept for the duration specified in the [Records Management Code of Practice 2020](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_Code_of_Practice_2020_3.pdf) | The processing of personal data is permitted under the following GDPR and DPA conditions:  [GDPR Article 6(1) (e) - public interest or in the exercise of official authority;](https://gdpr-info.eu/art-6-gdpr/)  [DPA Section 8 (d) - processing is necessary for the exercise of statutory functions;](http://www.legislation.gov.uk/ukpga/2018/12/section/8/enacted)  The processing of special categories of personal data concerning health is permitted under the following GDPR and DPA conditions:  [GDPR Article 9 (2) (h) - processing is necessary for medical or social care treatment or, the management of health or social care systems and services;](https://gdpr-info.eu/art-9-gdpr/)  [DPA Section 10 (1) (c) – processing is necessary for health and social care purposes;](http://www.legislation.gov.uk/ukpga/2018/12/section/10/enacted)    [In accordance with DPA Schedule 1, Part 1, (2) - health or social care purposes means the purposes of preventive or occupational medicine; medical diagnosis; the provision of health care or treatment; the provision of social care, or the management of health care systems or services or social care systems or services.](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted) | You have the right to:        To access, view or request copies of your personal information;        request rectification of any inaccuracy in your personal information;        restrict the processing of your personal information where:    accuracy of the data is contested,    the processing is unlawful or,    where we no longer need the data for the purposes of the processing.  Right to object or opt-out: You have the right to raise an objection or opt-out of out of having an SCR by returning a completed [opt-out form](http://webarchive.nationalarchives.gov.uk/20160921135209/http:/systems.digital.nhs.uk/scr/library/optout.pdf) to their GP practice. Although we will first need to explain how this may affect the care you receive.  If you wish to exercise any of your rights please contact the Practice (data controller) or the DPO and your request will be carefully considered.    Right to complain: If you are dissatisfied with the way Oaklands Health Centre process your data, you have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire    Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| [NHS Digital – National Data Opt-Out](https://digital.nhs.uk/services/national-data-opt-out-programme/operational-policy-guidance-document/compliance-with-the-national-data-opt-out) | The national data opt-out applies to the disclosure of confidential patient information for purposes beyond individual care (research and planning) across the health and adult social care system in England. In broad terms the national data opt-out applies unless there is a mandatory legal requirement or an overriding public interest for the data to be shared. The opt-out does not apply when the individual has consented to the sharing of their data or where the data is anonymised.    Any person registered on the Personal Demographic Services (PDS) and who consequently has an NHS number allocated to them is able to set a [national data opt-out](https://www.nhs.uk/your-nhs-data-matters/manage-your-choice/). The opt-out is stored in a central repository against their NHS number on the Spine.    The national opt-out applies to a number of datasets including:  National Clinical Audit of Rheumatoid and Early Inflammatory - NHS Digital collects this data on behalf of the British Society for Rheumatology to improve the quality of care for patients with Rheumatoid and early.    National Adult Community Acquired Pneumonia (CAP) Audit - NHS Digital collects this data on behalf of the British Thoracic Society to assess variation in the care of patients hospitalised with pneumonia in the UK.    Trauma Audit & Research Network (TARN) - NHS Digital collects this Confidential Patient Information on behalf (CPI) on behalf TARN    Invoice Backing Data for Contracted Activity - NHS Digital collects this data to enable Commissioners to determine if they are the responsible commissioner. It is important to point out that the national opt-out applies to contracted activity data that has not been rendered anonymous.    Risk Stratification data for Indirect Care - NHS Digital collects this data for data processors working on behalf of GPs and CCGs. The GP data is linked to other records that they access, such as hospital attendance records in order to enable the CCGs (commissioners) understand the local population needs and plan for future requirement.  The source of the information shared in this way is your electronic GP record.  The source of the information shared in all of the instances above in this way is your electronic GP record.    Data Retention Period:  All records held in the Practice EMIS  system are kept for the duration specified in the [Records Management Code of Practice 2020](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_Code_of_Practice_2020_3.pdf) | The processing of personal data is permitted under the following GDPR and DPA conditions:  [GDPR Article 6(1) (e) - public interest or in the exercise of official authority;](https://gdpr-info.eu/art-6-gdpr/)  [DPA Section 8 (d) - processing is necessary for the exercise of statutory functions;](http://www.legislation.gov.uk/ukpga/2018/12/section/8/enacted)  The processing of special categories of personal data concerning health is permitted under the following GDPR and DPA conditions:  [GDPR Article 9 (2) (h) - processing is necessary for medical or social care treatment or, the management of health or social care systems and services;](https://gdpr-info.eu/art-9-gdpr/)  [DPA Section 10 (1) (c) – processing is necessary for health and social care purposes;](http://www.legislation.gov.uk/ukpga/2018/12/section/10/enacted)    [In accordance with DPA Schedule 1, Part 1, (2) - health or social care purposes means the purposes of preventive or occupational medicine; medical diagnosis; the provision of health care or treatment; the provision of social care, or the management of health care systems or services or social care systems or services.](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted)    Related Legislation:  [Section 251 NHS Act 2006](https://www.legislation.gov.uk/ukpga/2006/41/section/251) | You have the right to:        To access, view or request copies of your personal information;        request rectification of any inaccuracy in your personal information;        restrict the processing of your personal information where:    accuracy of the data is contested,    the processing is unlawful or,    where we no longer need the data for the purposes of the processing.  Right to object or opt-out: You have the right to raise an objection or opt-out of having your data shared for the purposes of indirect care (research and planning). You can do so via the [national opt-out website](https://www.nhs.uk/your-nhs-data-matters/manage-your-choice/)    Right to complain: If you are dissatisfied with the way Oaklands Health Centre process your data, you have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire    Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| [Open Exeter](https://digital.nhs.uk/services/systems-and-service-delivery/national-health-application-and-infrastructure-services/open-exeter) | Open Exeter is a web-enabled viewer which provides the facility for healthcare professionals to share/access patient data held on the National Health Application and Infrastructure Services (NHAIS) systems, including cervical screening, breast screening, organ donor, blood donor and home oxygen.  Access to Open Exeter is only possible on the N3 network, and via authorised logons/passwords provided by NHS Digital.    The source of the information shared in this way is your electronic GP record.  Data Retention Period:  All records held in the Practice EMIS  system are kept for the duration specified in the [Records Management Code of Practice 2020](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_Code_of_Practice_2020_3.pdf) | The processing of personal data is permitted under the following GDPR and DPA conditions:  [GDPR Article 6(1) (e) - public interest or in the exercise of official authority;](https://gdpr-info.eu/art-6-gdpr/)  [DPA Section 8 (d) - processing is necessary for the exercise of statutory functions;](http://www.legislation.gov.uk/ukpga/2018/12/section/8/enacted)  The processing of special categories of personal data concerning health is permitted under the following GDPR and DPA conditions:  [GDPR Article 9 (2) (h) - processing is necessary for medical or social care treatment or, the management of health or social care systems and services;](https://gdpr-info.eu/art-9-gdpr/)  [DPA Section 10 (1) (c) – processing is necessary for health and social care purposes;](http://www.legislation.gov.uk/ukpga/2018/12/section/10/enacted)    [In accordance with DPA  Schedule 1, Part 1 , (1a) - the the processing for employment, social security and social protection is met where it is for the purposes of performing or exercising obligations or rights which are imposed or conferred by law on the controller or the data subject in connection with employment, social security or social protection;](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted) | You have the right to:        To access, view or request copies of your personal information;        request rectification of any inaccuracy in your personal information;        restrict the processing of your personal information where:    accuracy of the data is contested,    the processing is unlawful or,    where we no longer need the data for the purposes of the processing.    Right to object: You have a general right to raise an objection to your personal data being shared in Open Exeter.    If you wish to exercise any of your rights please contact the Practice (data controller) or the DPO and your request will be carefully considered.    Right to complain: If you are dissatisfied with the way Oaklands Health Centre process your data, you have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire    Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| **f. Data Processors** | | | | |
| ***System/database***  ***Recipients or categories of recipients of the personal or special categories of personal data*** | ***Purpose of the processing and data retention periods*** | ***Lawful basis***  ***General Data Protection Regulation***  ***- Article 6 -***  ***- Article 9 –***  ***Data Protection Act***  ***- Section 8 -***  ***- Section 10 –***  ***-Part 1 of Schedule 1 -*** | ***Your Rights*** | |
| [EMIS Health](https://www.emishealth.com/home) and [Egton](https://www.egton.net/about-us/) | [EMIS Health](https://www.emishealth.com/home) and [Egton](https://www.egton.net/about-us/) are responsible for the provision of a clinical system, software and IT services used by the Practice to securely store and process your medical record.  All information about your personal health records are stored in your GP electronic record. This information is then available to practice staff & external bodies as outlined in this document.    Data Retention Periods:  All records held in the Practice EMIS  system are kept for the duration specified in the [Records Management Code of Practice 2020](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_Code_of_Practice_2020_3.pdf)  “GP records should be retained until 10 years after the patient's death or after the patient has permanently left the country, unless they remain in the European Union.    Electronic patient records must not be destroyed or deleted for the foreseeable future.” | The processing of personal data is permitted under the following GDPR and DPA conditions:  [GDPR Article 6(1) (e) - public interest or in the exercise of official authority;](https://gdpr-info.eu/art-6-gdpr/)  [DPA Section 8 (d) - processing is necessary for the exercise of statutory functions;](http://www.legislation.gov.uk/ukpga/2018/12/section/8/enacted)  The processing of special categories of personal data concerning health is permitted under the following GDPR and DPA conditions:  [GDPR Article 9 (2) (h) - processing is necessary for medical or social care treatment or, the management of health or social care systems and services;](https://gdpr-info.eu/art-9-gdpr/)  [DPA Section 10 (1) (c) – processing is necessary for health and social care purposes;](http://www.legislation.gov.uk/ukpga/2018/12/section/10/enacted)    [In accordance with DPA  Schedule 1, Part 1 , (1a) - the the processing for employment, social security and social protection is met where it is for the purposes of performing or exercising obligations or rights which are imposed or conferred by law on the controller or the data subject in connection with employment, social security or social protection;](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted) | You have the right to:        To access, view or request copies of your personal information;        request rectification of any inaccuracy in your personal information;        restrict the processing of your personal information where:    accuracy of the data is contested,    the processing is unlawful or,    where we no longer need the data for the purposes of the processing.    Right to object: In line with the GDPR Article 21, you have a general right to raise an objection to the processing of your personal data in some particular circumstances. This right only applies where we cannot demonstrate compelling legitimate grounds for continued processing of your personal data for the purposes of direct provision of care, and compliance with a legal obligation to which we are subject.    If you wish to exercise any of your rights please contact the Practice (data controller) or the DPO and your request will be carefully considered.    Right to complain: If you are dissatisfied with the way Oaklands Health Centre process your data, you have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire    Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| NEL Information Governance Hub | NEL Information Governance Hub are responsible for the provision of IT clinical systems that enables safe, digitised patient care across the healthcare facilities.    The supplier of ISG- an Electronic Health Record (EHR) that links system and brings together patient data across the health and care system irrespective of traditional organisational or technological boundaries. This means health and care professionals in Kent and Medway can access subsets of their patients/service users’ medical or social records from a single system in order to provide the best possible care.    The source of the information shared in this way is your electronic GP record for the purposes of direct patient care and population health management.  Data Retention Periods:  All records held in the Practice EMIS  system are kept for the duration specified in the [Records Management Code of Practice 2020](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_Code_of_Practice_2020_3.pdf)  “GP records should be retained until 10 years after the patient's death or after the patient has permanently left the country, unless they remain in the European Union.    Electronic patient records must not be destroyed or deleted for the foreseeable future.” | The processing of personal data is permitted under the following GDPR and DPA conditions:  [GDPR Article 6(1) (e) - public interest or in the exercise of official authority;](https://gdpr-info.eu/art-6-gdpr/)  [DPA Section 8 (d) - processing is necessary for the exercise of statutory functions;](http://www.legislation.gov.uk/ukpga/2018/12/section/8/enacted)  The processing of special categories of personal data concerning health is permitted under the following GDPR and DPA conditions:  [GDPR Article 9 (2) (h) - processing is necessary for medical or social care treatment or, the management of health or social care systems and services;](https://gdpr-info.eu/art-9-gdpr/)  [DPA Section 10 (1) (c) – processing is necessary for health and social care purposes;](http://www.legislation.gov.uk/ukpga/2018/12/section/10/enacted)    [In accordance with DPA  Schedule 1, Part 1 , (1a) - the the processing for employment, social security and social protection is met where it is for the purposes of performing or exercising obligations or rights which are imposed or conferred by law on the controller or the data subject in connection with employment, social security or social protection;](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted) | You have the right to:        To access, view or request copies of your personal information;        request rectification of any inaccuracy in your personal information;        restrict the processing of your personal information where:    accuracy of the data is contested,    the processing is unlawful or,    where we no longer need the data for the purposes of the processing.    Right to object: You have a general right to raise an objection to your personal data being in EMIS    If you wish to exercise any of your rights please contact the Practice (data controller) or the DPO and your request will be carefully considered.    Right to complain: If you are dissatisfied with the way Oaklands Health Centre process your data, you have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire  Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| [Docman and Docmail](https://www.docman.com/what-we-do/primary-care/) | [Docman](https://www.docman.com/what-we-do/primary-care/) Limited act as a data processor and provides cloud-based storage software for electronic patient document. This includes letters that we receive, scan and upload to the patient record, as well as letters that we receive in an electronic format.    Generally, Docman enables primary health care organisations capture, file, workflow, view and manage primary care documents efficiently.  Docmail enables primary health care organisations send letters, invoices and documents directly from computers and other portable devices.  The source of the information shared in this way is your electronic GP record for the purposes of direct administrative patient care.  Data Retention Period:  All records held in the Practice EMIS  system are kept for the duration specified in the [Records Management Code of Practice 2020](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_Code_of_Practice_2020_3.pdf)  “GP records should be retained until 10 years after the patient's death or after the patient has permanently left the country, unless they remain in the European Union.    Electronic patient records must not be destroyed or deleted for the foreseeable future.” | The processing of personal data is permitted under the following GDPR and DPA conditions:  [GDPR Article 6(1) (e) - public interest or in the exercise of official authority;](https://gdpr-info.eu/art-6-gdpr/)  [DPA Section 8 (d) - processing is necessary for the exercise of statutory functions;](http://www.legislation.gov.uk/ukpga/2018/12/section/8/enacted)  The processing of special categories of personal data concerning health is permitted under the following GDPR and DPA conditions:  [GDPR Article 9 (2) (h) - processing is necessary for medical or social care treatment or, the management of health or social care systems and services;](https://gdpr-info.eu/art-9-gdpr/)  [DPA Section 10 (1) (c) – processing is necessary for health and social care purposes;](http://www.legislation.gov.uk/ukpga/2018/12/section/10/enacted)    [In accordance with DPA  Schedule 1, Part 1 , (1a) - the the processing for employment, social security and social protection is met where it is for the purposes of performing or exercising obligations or rights which are imposed or conferred by law on the controller or the data subject in connection with employment, social security or social protection;](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted) | You have the right to:        To access, view or request copies of your personal information;        request rectification of any inaccuracy in your personal information;        restrict the processing of your personal information where:    accuracy of the data is contested,    the processing is unlawful or,    where we no longer need the data for the purposes of the processing.    Right to object: In line with the GDPR Article 21, you have a general right to raise an objection to the processing of your personal data in some particular circumstances. This right only applies where we cannot demonstrate compelling legitimate grounds for continued processing of your personal data for the purposes of direct provision of care, and compliance with a legal obligation to which we are subject.    If you wish to exercise any of your rights please contact the Practice (data controller) or the DPO and your request will be carefully considered.    Right to complain: If you are dissatisfied with the way Oaklands Health Centre process your data, you have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire    Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| [iPlato](https://www.iplato.net/for-the-general-practice/) | [iPlato](https://www.iplato.net/for-the-general-practice/) **is** cloud-based text messaging service used by GPs to communicate with their patients.  The source of the information shared in this way is your electronic GP record for the purposes of direct administrative patient care.  Data Retention Period:  All records held in the Practice EMIS  system are kept for the duration specified in the [Records Management Code of Practice 2020](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_Code_of_Practice_2020_3.pdf)  “GP records should be retained until 10 years after the patient's death or after the patient has permanently left the country, unless they remain in the European Union.    Electronic patient records must not be destroyed or deleted for the foreseeable future.” | The processing of personal data is permitted under the following GDPR and DPA conditions:  [GDPR Article 6(1) (e) - public interest or in the exercise of official authority;](https://gdpr-info.eu/art-6-gdpr/)  [DPA Section 8 (d) - processing is necessary for the exercise of statutory functions;](http://www.legislation.gov.uk/ukpga/2018/12/section/8/enacted)  The processing of special categories of personal data concerning health is permitted under the following GDPR and DPA conditions:  [GDPR Article 9 (2) (h) - processing is necessary for medical or social care treatment or, the management of health or social care systems and services;](https://gdpr-info.eu/art-9-gdpr/)  [DPA Section 10 (1) (c) – processing is necessary for health and social care purposes;](http://www.legislation.gov.uk/ukpga/2018/12/section/10/enacted)    [In accordance with DPA  Schedule 1, Part 1 , (1a) - the the processing for employment, social security and social protection is met where it is for the purposes of performing or exercising obligations or rights which are imposed or conferred by law on the controller or the data subject in connection with employment, social security or social protection;](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted) | You have the right to:        To access, view or request copies of your personal information;        request rectification of any inaccuracy in your personal information;        restrict the processing of your personal information where:    accuracy of the data is contested,    the processing is unlawful or,    where we no longer need the data for the purposes of the processing.    Right to object: In line with the GDPR Article 21, you have a general right to raise an objection to the processing of your personal data in some particular circumstances. This right only applies where we cannot demonstrate compelling legitimate grounds for continued processing of your personal data for the purposes of direct provision of care, and compliance with a legal obligation to which we are subject.    If you wish to exercise any of your rights please contact the Practice (data controller) or the DPO and your request will be carefully considered.    Right to complain: If you are dissatisfied with the way Oaklands Health Centre process your data, you have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire    Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| [Quality Medical Solutions UK (QMS-UK)](http://www.qms-uk.com/company/company-overview/): | QMS-UK are commissioned by NHS England to provide secure data processing solutions for two services:  Child Health Information Service – information relating to children’s vaccinations is shared with Kent Community Healthcare Foundation Trust who run one of 4 Child Health Information Services across Kent and Medway  [National Diabetic Retinal Screening Service –](http://www.kmdesp.co.uk/diabetic-eye-screening/) Diabetic eye screening is carried out in Kent and Medway  by [Health Intelligence](https://health-intelligence.com/)    Data Retention Period:  All records held in the Practice EMIS  system are kept for the duration specified in the [Records Management Code of Practice 2020](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_Code_of_Practice_2020_3.pdf)  “GP records should be retained until 10 years after the patient's death or after the patient has permanently left the country, unless they remain in the European Union. | The processing of personal data is permitted under the following GDPR and DPA conditions:  [GDPR Article 6(1) (e) - public interest or in the exercise of official authority;](https://gdpr-info.eu/art-6-gdpr/)  [DPA Section 8 (d) - processing is necessary for the exercise of statutory functions;](http://www.legislation.gov.uk/ukpga/2018/12/section/8/enacted)  The processing of special categories of personal data concerning health is permitted under the following GDPR and DPA conditions:  [GDPR Article 9 (2) (h) - processing is necessary for medical or social care treatment or, the management of health or social care systems and services;](https://gdpr-info.eu/art-9-gdpr/)  [DPA Section 10 (1) (c) – processing is necessary for health and social care purposes;](http://www.legislation.gov.uk/ukpga/2018/12/section/10/enacted)    [In accordance with DPA  Schedule 1, Part 1 , (1a) - the the processing for employment, social security and social protection is met where it is for the purposes of performing or exercising obligations or rights which are imposed or conferred by law on the controller or the data subject in connection with employment, social security or social protection;](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted) | You have the right to:        To access, view or request copies of your personal information;        request rectification of any inaccuracy in your personal information;        restrict the processing of your personal information where:    accuracy of the data is contested,    the processing is unlawful or,    where we no longer need the data for the purposes of the processing.    Right to object: You have a general right to raise an objection to your personal data being shared in QMS.    If you wish to exercise any of your rights please contact the Practice (data controller) or the DPO and your request will be carefully considered.    Right to complain: If you are dissatisfied with the way Oaklands Health Centre process your data, you have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire    Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| MedeAnalytics | Oaklands Health Centre performs computerised searches of some or all of our records to identify individuals who may be at increased risk of certain conditions or diagnoses i.e. Diabetes, heart disease, risk of falling). Your records may be amongst those searched. This is often called “risk stratification” or “case finding”. These searches are sometimes carried out by Data Processors who link our records to other records that they access, such as hospital attendance records. The results of these searches and assessment may then be shared with other healthcare workers, such as specialist, therapists, technicians etc. The information that is shared is to enable the other healthcare workers to provide the most appropriate advice, investigations, treatments, therapies and or care.  Risk stratification can be grouped into two purposes namely:  Direct Care – ‘Case Finding’ where carried out by a health professional (e.g. GPs and Provider) involved in an individual’s care or by a data processor acting under contract with such a provider, it is treated as direct care.  Indirect Care - understand the local population needs and plan for future requirement.  The source of the information shared in this way is your electronic GP record.  Data Retention Period:  All records held in the Practice EMIS  system are kept for the duration specified in the [Records Management Code of Practice 2020](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_Code_of_Practice_2020_3.pdf) | The processing of personal data is permitted under the following GDPR and DPA conditions:  [GDPR Article 6(1) (e) - public interest or in the exercise of official authority;](https://gdpr-info.eu/art-6-gdpr/)  [DPA Section 8 (d) - processing is necessary for the exercise of statutory functions;](http://www.legislation.gov.uk/ukpga/2018/12/section/8/enacted)  The processing of special categories of personal data concerning health is permitted under the following GDPR and DPA conditions:  [GDPR Article 9 (2) (h) - processing is necessary for medical or social care treatment or, the management of health or social care systems and services;](https://gdpr-info.eu/art-9-gdpr/)  [DPA Section 10 (1) (c) – processing is necessary for health and social care purposes;](http://www.legislation.gov.uk/ukpga/2018/12/section/10/enacted)    [In accordance with DPA  Schedule 1, Part 1 , (1a) - the the processing for employment, social security and social protection is met where it is for the purposes of performing or exercising obligations or rights which are imposed or conferred by law on the controller or the data subject in connection with employment, social security or social protection;](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted)    Related Legislation:  [Section 251 NHS Act 2006](https://www.legislation.gov.uk/ukpga/2006/41/section/251) | You have the right to:        To access, view or request copies of your personal information;        request rectification of any inaccuracy in your personal information;        restrict the processing of your personal information where:    accuracy of the data is contested,    the processing is unlawful or,    where we no longer need the data for the purposes of the processing.    Right to object: You have a general right to raise an objection to your personal data being shared for the purpose of risk stratification.    If you wish to exercise any of your rights please contact the Practice (data controller) or the DPO and your request will be carefully considered.    Right to complain: If you are dissatisfied with the way Oaklands Health Centre process your data, you have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire    Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| Clinical Practice Research Datalink.    Newton Place Surgery. | To enable healthcare professionals working for Oaklands Health Centre to provide information, derived from GP records, about individuals to accredited research organisations.  This covers research situations where the data controller Oaklands Health Centre is approached by research organisations, directly, to recruit patients for studies.  Any research proposal will only be agreed with a clearly defined protocol, consent mechanisms, and relevant research ethics committee approval, and in line with the principles of [Article 89(1) of the EU GDPR](https://gdpr-info.eu/art-89-gdpr/).  Research organisations do not approach patients directly, rather Oaklands Health Centre will invite appropriate patients directly seeking their wish to take part.  This Privacy Notice does not cover situations where Oaklands Health Centre has been approached by an organisation seeking personal data concerning health to be disclosed in the absence of consent, i.e. via Related Legislation: [Section 251 NHS Act 2006](https://www.legislation.gov.uk/ukpga/2006/41/section/251) / [Health Research Authority (HRA)](https://www.hra.nhs.uk/planning-and-improving-research/policies-standards-legislation/data-protection-and-information-governance/) approval.  The source of the information shared in this way is your electronic GP record.    Data Retention Period:  All records held in the Practice EMIS  system are kept for the duration specified in the [Records Management Code of Practice 2020](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_Code_of_Practice_2020_3.pdf) | The processing of special categories of personal data concerning health is permitted under the following GDPR and DPA conditions:  [GDPR Article 9 (2) (h) - processing is necessary for medical or social care treatment or, the management of health or social care systems and services;](https://gdpr-info.eu/art-9-gdpr/)  [DPA Section 10 (1) (c) – processing is necessary for health and social care purposes;](http://www.legislation.gov.uk/ukpga/2018/12/section/10/enacted)    The processing of special categories of personal data concerning health is permitted under the following GDPR and DPA conditions:  [Article 9 (2) (i) - for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes in accordance with Article 89(1) based on Union or Member State law](https://gdpr-info.eu/art-9-gdpr/)    [In accordance with DPA Schedule 1, Part 1, (4) - The condition for the processing is met where it is necessary for archiving purposes, scientific or historical research purposes or statistical purposes; carried out in accordance with Article 89(1) of the GDPR and DPA Section 19, and the processing is in the public interest.](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted)    Related Legislation:  [Section 251 NHS Act 2006](https://www.legislation.gov.uk/ukpga/2006/41/section/251) | You have the right to:        To access, view or request copies of your personal information;        request rectification of any inaccuracy in your personal information;        restrict the processing of your personal information where:    accuracy of the data is contested,    the processing is unlawful or,    where we no longer need the data for the purposes of the processing.    Right to object: You have a general right to raise an objection to your personal data being shared for the purpose of risk stratification.    If you wish to exercise any of your rights please contact the Practice (data controller) or the DPO and your request will be carefully considered.    Right to complain: If you are dissatisfied with the way Oaklands Health Centre process your data, you have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire    Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| Shred-It | To provides solutions for records management, data backup and recovery, document management, secure storage, and accredited data destruction.    The source of the information shared in this way is your electronic GP record.    Data Retention Period:  All records held in the Practice EMIS  system are kept for the duration specified in the [Records Management Code of Practice 2020](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_Code_of_Practice_2020_3.pdf) | The processing of personal data is permitted under the following GDPR and DPA conditions:  [GDPR Article 6(1) (e) - public interest or in the exercise of official authority;](https://gdpr-info.eu/art-6-gdpr/)  [DPA Section 8 (d) - processing is necessary for the exercise of statutory functions;](http://www.legislation.gov.uk/ukpga/2018/12/section/8/enacted)  The processing of special categories of personal data concerning health is permitted under the following GDPR and DPA conditions:  [Article 9 (2) (i) - for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes in accordance with Article 89(1) based on Union or Member State law](https://gdpr-info.eu/art-9-gdpr/)    [In accordance with DPA Schedule 1, Part 1, (4) - The condition for the processing is met where it is necessary for archiving purposes, scientific or historical research purposes or statistical purposes; carried out in accordance with Article 89(1) of the GDPR and DPA Section 19, and the processing is in the public interest.](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted) | You have the right to:        To access, view or request copies of your personal information;        request rectification of any inaccuracy in your personal information;        restrict the processing of your personal information where:    accuracy of the data is contested,    the processing is unlawful or,    where we no longer need the data for the purposes of the processing.    Right to object: You have a general right to raise an objection to your personal data being shared for the purpose of risk stratification.    If you wish to exercise any of your rights please contact the Practice (data controller) or the DPO and your request will be carefully considered.    Right to complain: If you are dissatisfied with the way Oaklands Health Centre process your data, you have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire    Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| NEL CSU | The supplier NEL CSU offer a wide range of business assurance services, from internal audit, counter fraud and forensic investigations, risk management and governance.    Data Retention Period:  All records held in the Practice EMIS  system are kept for the duration specified in the [Records Management Code of Practice 2020](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_Code_of_Practice_2020_3.pdf) | The processing of personal data is permitted under the following GDPR and DPA conditions:  [GDPR Article 6(1) (e) - public interest or in the exercise of official authority;](https://gdpr-info.eu/art-6-gdpr/)  [DPA Section 8 (d) - processing is necessary for the exercise of statutory functions;](http://www.legislation.gov.uk/ukpga/2018/12/section/8/enacted) | You have the right to:        To access, view or request copies of your personal information;        request rectification of any inaccuracy in your personal information;        restrict the processing of your personal information where:    accuracy of the data is contested,    the processing is unlawful or,    where we no longer need the data for the purposes of the processing.    Right to object: You have a general right to raise an objection to your personal data being shared for the purpose of risk stratification.    If you wish to exercise any of your rights please contact the Practice (data controller) or the DPO and your request will be carefully considered.    Right to complain: If you are dissatisfied with the way Oaklands Health Centre process your data, you have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire    Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |
| Croner.    Fairway Training Ltd. | The suppliers (Croner and Fairway Training Ltd)   provides practices with a software solution to enable the recording of Human Resources related information of its  employees’ personal data, in particular for the purposes of the recruitment, obligations performance contract of employment, rights and benefits management planning, health and safety, equality and diversity in the workplace, health and safety at work.  The Practice ensures that personal data it collects from employees are used only for employment related purposes or where there is a statutory obligation to share the personal information with to regulatory bodies (e.g. courts, police or NHS England).    Data Retention Period:  All records held in the Practice EMIS  system are kept for the duration specified in the [Records Management Code of Practice 2020](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_Code_of_Practice_2020_3.pdf) | The processing of personal data is permitted under the following GDPR and DPA conditions:  [GDPR Article 6(1) (e) - public interest or in the exercise of official authority;](https://gdpr-info.eu/art-6-gdpr/)  [DPA Section 8 (d) - processing is necessary for the exercise of statutory functions;](http://www.legislation.gov.uk/ukpga/2018/12/section/8/enacted)    The processing of special categories of personal data concerning health is permitted under the following GDPR and DPA conditions:  [Article 9(2) (b) – processing is necessary for the purposes of carrying out the obligations and exercising specific rights of the controller or of the data subject in the field of employment and social security and social protection law;](https://gdpr-info.eu/art-9-gdpr/)  [In accordance with DPA  Schedule 1, Part 1 , (1a) - the processing for employment, social security and social protection is met where it is for the purposes of performing or exercising obligations or rights which are imposed or conferred by law on the controller or the data subject in connection with employment, social security or social protection;](http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted) | Employees have the  right to:        To access, view or request copies of their personal information held by the Practice;        request rectification of any inaccuracy to their personal information;        restrict the processing of their personal information where:    accuracy of the data is contested,    the processing is unlawful or,    where we no longer need the data for the purposes of the processing.    Right to object: Employees have a general right to raise an objection to the sharing personal data.    If an employee wishes to exercise his/her rights they can contact the Practice (data controller) or the DPO and their request will be carefully considered.    Right to complain: If an employee is dissatisfied with the way Oaklands Health Centre process his/her personal data, they have the right to appeal/complain to the Information Commissioner’s Office (ICO). The ICO can be contacted at:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire    Tel: 0303 123 1113 or 01625 545 745  Email: <https://ico.org.uk/global/contact-us/> | |

1. **How long do we keep the data?**

GP records are retained until death in accordance with the NHS code of practice for records management and stored for 10 years after death. All electronic patient records are stored until the foreseeable future.

1. **Data Subject Rights**

Under the GDPR, individuals are provided with the following rights:

*The right to be informed*

Patients have the right to be informed about the collection and use of their personal data at Oaklands Health Centre.

*The right to access and correct*

Patients have the right to access medical records and have any errors or mistakes corrected. Please speak to a member of staff if you require data to be corrected.

*The right to erasure*

Whilst under the GDPR there is the right to erasure, we are not aware of any circumstances in which you will have the right to delete correct information from your medical record. However, 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.

*The right to restrict processing*

This allows patients to request a restriction of their personal data and can only apply in certain circumstances. This will allow Oaklands to store the data but not use it.

*The right to data portability*

This allows patients to move, copy or transfer personal data from one IT environment to another in a secure way. This applies to when a patient joins or leaves Oaklands Health Centre when a medical record is transferred to another surgery via the GP2GP process.

*The right to Object*

1. You have the right to object to information being shared between those who are providing you with direct care. This may affect the care you receive – please speak with the practice.
2. You are not able to object your name, address and other demographic information being sent to NHS Digital. This is necessary if you wish to be registered to receive NHS care.
3. 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. Information is shared with the local safeguarding services as detailed below:

Kent Community Health

NHS Foundation Trust  
03000 411 111 (Monday to Friday, 8.30am to 5pm)  
03000 479 191 (out of hours)

[Social.services@kent.gov.uk](mailto:Social.services@kent.gov.uk)

Kent Police  
01622 690690 (24 hours)

*Rights in relation to automated decision making and profiling*

This is in relation to the process of a decision being made without human involvement. Patients have the right to not be subject to decisions made on this basis (risk stratification). See section 13 – Risk stratification in how this right relates to Oaklands Health Centre

1. **Our data protection officers**

**Amber Wilson**  
Oaklands Health Centre  
Stade Street  
Hythe  
Kent   
CT21 6BD

Telephone: 01303 235300

Email: [amber.wilson2@nhs.net](mailto:amber.wilson2@nhs.net)

**Pam Ashe**  
NHS Medway Clinical Commisioning Group  
Unit A  
Compass Centre North  
Pembroke Road  
Chatham Maritime  
Kent  
ME4 4YG

Telephone: 03000 425100

Email: [kmccg.northkentdataprotection@nhs.net](mailto:kmccg.northkentdataprotection@nhs.net)

1. **Maintaining confidentiality and safeguards**

All information that Oaklands Health Centre stored as kept in a secure location with information accessible by authorised personnel only. Technology used to access Personal and confidential information is protected with encryption which allows unauthorised users to be unable to access or interpret the data stored on the machine.

All staff at Oaklands Health Centre

1. **Accessing your records**

As stated in section 10 of this privacy notice, all patients have the right to know which allows patients to access their information under the Freedom of Information Act 2000 (FOIA).

This can be completed in writing by submitting a Subject Access Request (SAR) form under the GDPR legislation.

The surgery will respond within one calendar month of the SAR being received and patients are advised that there may be an administrative fee.

1. **Opting out of sharing your information**

If you would like to opt out of sharing your information with other healthcare providers, please contact Oaklands Health Centre as soon as possible.

1. **What to do if you have questions**

If you have any questions in regards to our privacy notice, please contact a member of staff.

If you have any questions with regards to the Information Commissioners Office (ICO), please contact them at:

Whycliffe House  
Water Lane  
Wilmslow  
Cheshire

Tel: 0303 123 1113 or 01625 545 745

1. **Complaints**

If you have a complaint you would like to raise with the surgery please contact Amber Wilson at [amber.wilson2@nhs.net](mailto:amber.wilson2@nhs.net) or on 01303 235300. If you feel your complaint has not been dealt with correctly, a complaint can be lodged with the Information Commissioner (IC) who can be contacted at:

Information Commissioner’s Office  
Whycliffe House  
Water Lane  
Wilmslow  
Cheshire

Tel: 0303 123 1113 or 01625 545 745

1. **Supplementary privacy notice**

***Covid-19 and your information – Version 1 updated on 8th April 2020***

***Supplementary privacy note on Covid-19 for patients using GP Surgeries based in Kent and Medway***

This notice describes how we may use your information to protect you and others during the Covid-19 outbreak. It supplements our main Privacy Notice which is available at [www.oaklandshealthcentre.com](http://www.oaklandshealthcentre.com)

The health and social care system is facing significant pressures due to the Covid-19 outbreak. Health and care information is essential to deliver care to individuals, to support health and social care services and to protect public health. Information will also be vital in researching, monitoring, tracking and managing the outbreak. In the current emergency it has become even more important to share health and care information across relevant organisations.

Existing law which allows confidential patient information to be used and shared appropriately and lawfully in a public health emergency is being used during this outbreak. Using this law the Secretary of State has required NHS Digital; NHS England and Improvement; Arms Length Bodies (such as Public Health England); local authorities; health organisations and GPs to share confidential patient information to respond to the Covid-19 outbreak. Any information used or shared during the Covid-19 outbreak will be limited to the period of the outbreak unless there is another legal basis to use the data. Further information is available on gov.uk [here](https://www.gov.uk/government/publications/coronavirus-covid-19-notification-of-data-controllers-to-share-information?utm_source=d05aa30e-95d2-48e3-93e0-0a696c35bd3c&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate) and some FAQs on this law are available [here](https://www.nhsx.nhs.uk/key-information-and-tools/information-governance-guidance/COPI-notice-FAQs).

During this period of emergency, opt-outs will not generally apply to the data used to support the Covid-19 outbreak, due to the public interest in sharing information. This includes [National Data Opt-outs](https://www.nhs.uk/your-nhs-data-matters/). However, in relation to the Summary Care Record, existing choices will be respected. Where data is used and shared under these laws your right to have personal data erased will also not apply. It may also take us longer to respond to Subject Access requests, Freedom of Information requests and new opt-out requests whilst we focus our efforts on responding to the outbreak.

In order to look after your health and care needs we may share your confidential patient information including health and care records with clinical and non-clinical staff in other health and care providers, for example neighbouring GP practices, hospitals and NHS 111. We may also use the details we have to send public health messages to you, either by phone, text or email.

During this period of emergency we may offer you a consultation via telephone or video-conferencing with in Kent and Medway CCG we are using AccuRx. By accepting the invitation and entering the consultation you are consenting to this. Your personal/confidential patient information will be safeguarded in the same way it would with any other consultation.

We will also be required to share personal/confidential patient information with health and care organisations and other bodies engaged in disease surveillance for the purposes of protecting public health, providing healthcare services to the public and monitoring and managing the outbreak. Further information about how health and care data is being used and shared by other NHS and social care organisations in a variety of ways to support the Covid-19 response is [here](https://www.nhsx.nhs.uk/key-information-and-tools/information-governance-guidance/how-data-is-supporting-covid19).

NHS England and Improvement and NHSX have developed a single, secure store to gather data from across the health and care system to inform the Covid-19 response. This includes data already collected by NHS England, NHS Improvement, Public Health England and NHS Digital. New data will include 999 call data, data about hospital occupancy and A&E capacity data as well as [data provided by patients themselves](https://www.nhs.uk/coronavirus-status-checker). All the data held in the platform is subject to strict controls that meet the requirements of data protection legislation.

In such circumstances where you tell us you’re experiencing Covid-19 symptoms we may need to collect specific health data about you. Where we need to do so, we will not collect more information than we require and we will ensure that any information collected is treated with the appropriate safeguards.

We may amend this privacy notice at any time so please review it frequently. The date at the top of this page will be amended each time this notice is updated.

1. **Glossary of terms**

**GDPR – General Data Protection Regulation –** a regulation that addresses the trabsfer of personal data outside the EU and EEA areas. It focuses mainly on giving individuals control over their personal data and came into effect in May 2018.

**IAC – Improved Access Clinic** – Following the General Practice Forward View published in April 2016, Clinical Commissioning Groups (CCGs) funded additional capacity to improve access to GP services by 2020.

**PCN – Primary Care Network** – A group of GP practices that work together to deliver services locally.

**DC – Data Controller** – A person or company that determines the purpose of personal data processing.

**DPO – Data Protection Officer** – Assists in monitoring compliance and obligations regarding data protection.

**EMIS Health** – Software used by Oaklands Health Centre to view and record medical records.

**PPN – Practice Privacy Notice** – GP privacy notice.

**FOIA – Freedom Of Information Act** – An Act that created a general right to access all types of recorded information by public authorities.

**SAR – Subject Access Request** – A written request of an individual to access information.