

Calleva Clinic Privacy Notice

We understand how important it is to keep your personal information safe and secure and we take this very seriously. We have taken steps to make sure your personal information is looked after in the best possible way. We review our procedures regularly.

Please read this privacy notice carefully, as it contains important information about how we use the personal and healthcare information we collect on your behalf.

1. WHY WE ARE PROVIDING THIS PRIVACY NOTICE

We are required to provide you with this Privacy Notice by Law. It explains how we use the personal and healthcare information we collect, store and hold about you. If you are unclear about how we process or use your personal and healthcare information, or you have any questions about this Privacy Notice or any other issue regarding your personal and healthcare information, then please do contact our **Data Protection Officer** (details below).

The Law says:

- A. We must let you know why we collect personal and healthcare information about you;
- B. We must let you know how we use any personal and/or healthcare information we hold on you;
- C. We need to inform you in respect of what we do with it;
- D. We need to tell you about who we share it with or pass it on to and why; and
- E. We need to let you know how long we can keep it for.

2. THE DATA PROTECTION OFFICER

The Data Protection Officer for Calleva Clinic is Caroline Sims. You can contact her by email info@callevaclinic.co.uk if:

- You have any questions about how your information is being held;

- Or any other query relating to this Policy and your rights as a patient.

3. ABOUT US

We, at Calleva Clinic, are a **Data Controller** of your information. This means we are responsible for collecting, storing and handling your personal and healthcare information when you use our services

There may be times where we also process your information. That means we use it for a particular purpose and, therefore, on those occasions we may also be **Data Processors**. The purposes for which we use your information are set out in this Privacy Notice.

4. INFORMATION WE COLLECT FROM YOU

The information we collect from you will include:

- A. Your contact details (such as your name and postal and email address, and telephone number)
- B. Your gender
- C. Your emergency contact details
- D. Your GP's name and address
- E. Your medical history and information about your health as completed by you in our online questionnaire. This may include details of your medical conditions, medication, weight, lifestyle and other information that might be relevant to your health such as ethnicity, sex life or sexual orientation
- F. your billing information, transaction and payment card information
- G. Your contact history with us
- H. information about how you use our website, IT, communication and other systems
- I. For reasons of security, safety of patients and protection of property we use a CCTV (closed-circuit television) system to record activity in the public areas inside and outside surgeries. The recordings are kept for 6 months on a secure server
- J. We may record and store for up to 6 months telephone communications with you in order to check any instructions given to us, for training purposes, for crime prevention and to improve the quality of our service

We collect and use this personal data to provide services to you. If you do not provide personal data we ask for, it may delay or prevent us from providing services to you.

5 HOW IS YOUR PERSONAL DATA COLLECTED?

We collect most of our data from directly in person from you when we speak to you or you complete our website questionnaires. We may also collect data from:

- A third party with your consent eg your GP
- From cookies on our website
- From our IT systems such as CCTV when you visit the clinic

6. HOW AND WHY WE USE YOUR PERSONAL DATA

- We will use your personal data to register you as a patient and administer our services to you
- For governance purposes and monitoring your care

10. YOUR RIGHTS AS A PATIENT

The Law gives you certain rights to your personal and healthcare information that we hold, as set out below:

A. Access and Subject Access Requests

You have the right to see what information we hold about you and to request a copy of this information.

If you would like a copy of the information we hold about you please contact our Data Protection Officer in writing. We will provide this information free of charge however, we may in some **limited and exceptional** circumstances have to make an administrative charge for any extra copies if the information requested is excessive, complex or repetitive.

We have one month to reply to you and give you the information that you require. We would ask, therefore, that any requests you make are in writing and it is made clear to us what and how much information you require.

B. Correction

We want to make sure that your personal information is accurate and up to date. You may ask us to correct any information you think is inaccurate. It is very important that you make sure you tell us if your contact details including your mobile phone number has changed.

C. Removal

You have the right to ask for your information to be removed however, if we require this information to assist us in providing you with appropriate medical services and diagnosis for your healthcare, then removal may not be possible.

D. Objection

We cannot share your information with anyone else for a purpose that is not directly related to your health, e.g. medical research, educational purposes, etc. We would ask you for your consent in order to do this however, you have the right to request that your personal and healthcare information is not shared by the Clinic in this way. Please note the Anonymised Information section in this Privacy Notice.

E. Transfer

You have the right to request that your personal and/or healthcare information is transferred, in an electronic form (or other form), to another organisation, but we will require your clear consent to be able to do this.

11. THIRD PARTIES MENTIONED ON YOUR MEDICAL RECORD

Sometimes we record information about third parties mentioned by you to us during any consultation. We are under an obligation to make sure we also protect that third party's rights as an individual and to ensure that references to them which may breach their rights to confidentiality, are removed before we send any information to any other party including yourself. Third parties can include: spouses, partners, and other family members.

12. HOW WE USE THE INFORMATION ABOUT YOU

We use your personal and healthcare information in the following ways:

- A. when we need to speak to, or contact other doctors, consultants, nurses or any other medical/healthcare professional or organisation during the course of your diagnosis or treatment or on going healthcare;
- B. when we are required by Law to hand over your information to any other organisation, such as the police, by court order, solicitors, or immigration enforcement.

We will never pass on your personal information to anyone else who does not need it, or has no right to it, unless you give us clear consent to do so.

13. LEGAL JUSTIFICATION FOR COLLECTING AND USING YOUR INFORMATION

The Law says we need a **legal basis** to handle your personal and healthcare information.

CONTRACT: We have a contract with you to provide medical services.

CONSENT: Sometimes we also rely on the fact that you give us consent to use your personal and healthcare information so that we can take care of your healthcare needs.

Please note that you have the right to withdraw consent at any time if you no longer wish to receive services from us.

NECESSARY CARE: Providing you with the appropriate healthcare, where necessary.

LAW: Sometimes the Law obliges us to provide your information to an organisation (see above)

14. SPECIAL CATEGORIES

The Law states that personal information about your health falls into a special category of information because it is very sensitive. Reasons that may entitle us to use and process your information may be as follows:

- **PUBLIC INTEREST:** Where we may need to handle your personal information when it is considered to be in the public interest. For example, when there is an outbreak of a specific disease and we need to contact you for treatment, or we need to pass your information to relevant organisations to ensure you receive advice and/or treatment
- **CONSENT:** When you have given us consent;
- **VITAL INTEREST:** If you are incapable of giving consent, and we have to use your information to protect your vital interests (e.g. if you have had an accident and you need emergency treatment);
- **DEFENDING A CLAIM:** If we need your information to defend a legal claim against us by you, or by another party;
- **PROVIDING YOU WITH MEDICAL CARE:** Where we need your information to provide you with medical and healthcare services

15. HOW LONG WE KEEP YOUR PERSONAL INFORMATION

We carefully consider any personal information that we store about you, and we will not keep your information for longer than is necessary for the purposes as set out in this Privacy Notice. We follow the Records Management code of Practice for Health and Social Care 2021.

16. IF ENGLISH IS NOT YOUR FIRST LANGUAGE

If English is not your first language you can request a translation of this Privacy Notice. Please contact the practice

17. COMPLAINTS

If you have a concern about the way we handle your personal data or you have a complaint about what we are doing, or how we have used or handled your personal and/or healthcare information, then please contact our **Practice Manager**.

However, you have a right to raise any concern or complaint with the UK information regulator, at the Information Commissioner's Office: <https://ico.org.uk/>.

18. OUR WEBSITE

The only website this Privacy Notice applies to is the Calleva Clinic website.

Currently this is: www.callevaclinic.co.uk

If you use a link to any other website from the Surgery's website, then you will need to read their respective privacy notice. We take no responsibility (legal or otherwise) for the content of other websites.

19. COOKIES

The Surgery's website uses cookies. For more information on which cookies we use and how we use them, please see our Cookies Policy. This is in the 'Practice Policies' section at the bottom of our homepage.

20. SECURITY

We take the security of your information very seriously and we do everything we can to ensure that your information is always protected and secure. We regularly update our processes and systems and we also ensure that our staff are properly trained. We also carry out assessments and audits of the information that we hold about you and make sure that if we provide any other services, we carry out proper assessments and security reviews.

21. TEXT MESSAGING, EMAIL, TELEPHONING AND CONTACTING YOU

Because we are obliged to protect any confidential information we hold about you and we take this very seriously, it is imperative that you let us know immediately if you change any of your contact details.

We may contact you using SMS texting to your mobile phone in the event that we need to notify you about appointments and other services that we provide to you involving your direct care, therefore

you must ensure that we have your correct details. This is to ensure we are sure we are actually contacting you and not another person.

It may also be necessary, where the latest technology allows us to do so, to use your information and health data to facilitate digital consultations and diagnoses and we will always do this with your security in mind.

If you do not wish to be contacted by text or email please notify the clinic.

22. WHERE TO FIND OUR PRIVACY NOTICE

You may find a copy of this Privacy Notice on our website, or a copy may be provided on request.

23. CHANGES TO OUR PRIVACY NOTICE

We regularly review and update our Privacy Notice.

This Privacy Notice was last updated on 4 January 2024

Appendix A

Who we share your information with and why

| Activity | Rationale |
|--|---|
| Your GP practice | <p>Purpose - We will enable other GPs and staff in other GP practices to have access to your medical record to allow you to receive acute medical care within that service.</p> <p>Legal Basis – this service is for your direct care and is fully consented, permission to share your medical record will be gained prior to an appointment being made in the service and again once you are in the consultation.</p> <p>Data processor – Your registered surgery will continue to be responsible for your full medical record.</p> |
| Quality monitoring, concerns and serious incidents | <p>Purpose – We need to ensure that the health services you receive are safe, effective and of excellent quality. Sometimes concerns are raised about the care provided or an incident has happened that we need to investigate. You may not have made a complaint to us directly but the health care professional looking after you may decide that we need to know in order to help make improvements.</p> <p>Legal Basis – The health care professional raising the concern or reporting the incident should make every attempt to talk to you about this and gain your consent to share information about you with us. Sometimes they can do this without telling us who you are. We have a statutory duty under the Health and Social Care Act</p> |

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| | <p>2012, Part 1, Section 26, in securing continuous improvement in the quality of services provided.</p> <p>Data processor – We share your information with health care professionals that may include details of the care you have received and any concerns about that care</p> |
| Care Quality Commission | <p>CQC has powers under the Health and Social Care Act 2008 to access and use information where they consider it is necessary to carry out their functions as a regulator.</p> <p>CQC relies on its legal powers to access information rather than consent, therefore may use its powers to access records even in cases where objections have been raised.</p> <p>CQC Privacy Notice is available on the CQC website</p> |
| Surveys and asking for your feedback | <p>Sometimes we may offer you the opportunity to take part in a survey that the Clinic is running. We will not generally ask you to give us any personal confidential information as part of any survey.</p> <p>Legal Basis – you are under no obligation to take part and where you do, we consider your participation as consent to hold and use the responses you give us.</p> <p>Data Processor – Survey Monkey, We love surveys, First Practice Management.</p> |