

### **What is a Privacy Notice?**

A privacy notice describes how The Salisbury Practice Ltd and The Salisbury Practice, Stockbridge Ltd collects, uses, retains and discloses personal information. To ensure that we look after your personal information properly, we are required to inform you:

- Why we need your data
- How it will be used and
- Who it will be shared with

This information also explains what rights you have to control how we use your information.

The law determines how organisations can use personal information. The key laws are: the Data Protection Act 1998 (DPA), the Human Rights Act 1998 (HRA), relevant health service legislation, and the common law duty of confidentiality.

The Salisbury Practice recognises the importance of protecting personal and confidential information in all that we do and we take care to meet our legal duties.

### **What information do we collect about you?**

We only collect and use information for the lawful purposes of administering the business of The Salisbury Practice Ltd, and The Salisbury Practice, Stockbridge Ltd. These purposes include:

- Health administration and services
- Research
- Staff administration
- Accounting

### **What types of personal data do we handle?**

We process personal information to enable us to support the provision of healthcare services to patients and clients, maintain our own accounts and records, promote our services, and to support and manage our employees. We also process personal information about health care professionals who deliver services with us.

We also use information to support and monitor the health services we offer to enable the delivery of high quality healthcare. This type of information will usually be used in an anonymised form, so that we cannot identify an individual. (For example, we may want to find out and publish how many people under the age of eighteen attended appointments with us during a defined period.)

### **The types of personal information we use include:**

- personal details such as names, addresses, telephone numbers
- details held in a client's or patient's record, where we hold or manage the patient's record.
- family details for example next of kin details
- education and training details, most frequently of clinicians.
- employment details, for example for those that work for us either directly or are commissioned by us to provide a service.
- financial details, for example, your invoices and payment details, health insurance information, banking details for clinicians and admin team.
- lifestyle and social circumstances
- responses to surveys, where individuals have responded to surveys about healthcare issues.

### **We also process sensitive classes of information that may include:**

- racial and ethnic origin
- mental and physical health records
- details of sexual orientation / sex life.
- religious or similar beliefs

## How will we use information about you?

Your information is used to run and improve The Salisbury Practice Ltd. It may be used to:

- Primarily, your clinician keeps a record so that appropriate services are offered to you over time.
- Your clinician can monitor how effective services have been for you.
- Investigate complaints or legal claims.
- Review the care given to make sure it is of the highest possible standard

We may keep your information in written form or on a computer. Whenever possible all information that identifies you will be removed.

## Sharing your information

There are a number of reasons why we share information. This can be due to:

- Our obligations to comply with current legislation
- Our duty to comply with a Court Order
- You have consented to disclosure

## Retaining information

We will only retain information for as long as necessary. Records are maintained in line with the NHS England retention schedule which determines the length of time records should be kept.

## Security of your information

We take our duty to protect your personal information and confidentiality seriously. We are committed to taking all reasonable measures to ensure the confidentiality and security of personal data for which we are responsible, whether computerised or on paper.

All staff are required to undertake training by reading a handbook and agreeing to adhere to it. The handbook ensures that staff are aware of their responsibilities and follow best practice guidelines ensuring the necessary safeguards and appropriate use of person-identifiable and confidential information.

All our staff are also required to protect your information, and inform you of how your information will be used. This includes, in most circumstances, allowing you to decide if and how your information can be shared.

Everyone at The Salisbury Practice is subject to the common law duty of confidentiality. Information provided in confidence will only be used for the purposes advised and consented to by the service user, unless it is required or permitted by the law.

## Complaints about how we process your personal information

In the first instance, you should contact Steve Holmes [steve@thesalisburypractice.co.uk](mailto:steve@thesalisburypractice.co.uk) or by telephone 01722 324343 or

## Data Protection Notification

The Salisbury Practice Ltd and The Salisbury Practice, Stockbridge Ltd. is a 'data controller' under the DPA. We have notified the Information Commissioner that we process personal data and the details are publicly available from the:-

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow SK9 5AF [ico.org.uk](http://ico.org.uk)

## How to access your personal information

The Data Protection Act 1998 gives you the right to see the information that The Salisbury Practice Ltd holds about you and why. Requests must be made in writing and you will need to provide:

- adequate information [for example full name, address, date of birth, name of clinician/practitioner seen if possible] so that your identity can be verified and your information located.
- an indication of what information you are requesting to enable us to locate this in an efficient manner.

You can make a request for information from your health record by asking any member of our staff who should then pass your request to Dr. Steve Holmes. We aim to comply with requests for access to personal data as quickly as possible. We will ensure that we deal with requests within 40 days of receipt unless there is a reason for delay that is justifiable under the Data Protection Act. We want to make sure that your personal information is accurate and up to date. If you think any information is inaccurate or incorrect then please let us know.

25th July 2023