

**Holderness Health and your Personal Information**

**Privacy Notice**

Holderness Health takes your privacy very seriously. We are registered with the Information Commissioner’s Office as a Data Controller and our registration number is ZA462365

If you have any questions or wish to make a request in relation to your information, please contact us at:

Holderness Health

St Nicholas Surgery

Queen Street

Withernsea

HU19 2PZ

Or email our Data Protection Officer, Barry Jackson at barry.jackson@nhs.net

Holderness Health aims to provide you with the highest quality health care. To do this we must keep records about you, your health and the care we have provided or plan to provide to you.

Your doctor and other health professionals caring for you, such as nurses or physiotherapists, keep records about your health and treatment so that they are able to provide you with the best possible care.

These records are called your ‘health care record’ and may be stored in paper form or on computer and electronic systems and may include Personal Data such as:

* basic details about you, such as address, date of birth, NHS number, and next of kin

as well as Sensitive Personal Data including:

* contact we have had with you, such as clinical visits
* notes and reports about your health
* details and records about your treatment and care
* results of x-rays, laboratory tests etc.

Healthcare providers are permitted to collect, store, use and share this information under Data Protection Legislation which has a specific section related to healthcare information.

# **What do we do with your information?**

We use your information to:

* Refer you to other healthcare providers when you need other service or tests
* Share samples with laboratories for testing (like blood samples)
* Share test results with hospitals or community services (like blood test results)
* Allow out of hours GPs to look at your practice record when you go to an appointment
* Send prescriptions to a pharmacy
* Text you in relation to healthcare services
* Send samples via a courier or collection service for delivery to pathology
* Share reports with the coroner
* Receive reports of appointments you have attended elsewhere such as with the community nurse or if you have had a stay in hospital.
* Share your data with relevant, approved integrated systems such as the NHS App, Klinik, Surgery Connect, SystmOne, EMIS, and Joy (Social Prescribing App).
* Appropriately share any additional needs you may have to help tackle inequalities and prevent discrimination against people with learning disabilities and serious mental illness

# **What else do we do with your information?**

Along with these activities that allow us to provide health care to you, we use information in other ways which allow us to ensure that care is safe and to provide data for the improvement and planning of services. This includes:

* Quality / payment / performance reports which are provided to service commissioners
* As part of clinical research – information that identifies you will be removed, unless you have consented to being identified
* Undertaking clinical audits within the practice
* Supporting staff training
* Sharing data with drug companies for the purpose of improving patient care
* Working with a Medicines Management Team on medicines optimisation projects

# **Sharing when Required by Law**

Sometimes we will be required by law to share your information and will not always be able to discuss this with you directly. Examples might be for the purposes of detection or prevention of crime, where it is in the wider public interest, to safeguard children or vulnerable adults or where required by court order.

# **Information Access and Rights**

Data protection law provides you with a number of rights that the practice must support you with. These are:

## *Right to Access*

You have the right to obtain:

* confirmation that your information is being used, stored or shared by the practice
* a copy of information held about you.

We will respond to your request within 30 days of receipt or will tell you when it might take longer.

We are required to validate your identity including the identity of someone making a request on your behalf.

## *Right to Correction*

If information about you is incorrect, you are entitled to request that we correct it.

There may be occasions, where we are required by law to maintain the original information – our Data Protection Officer will talk to you about this and you may request that the information is not used during this time.

We will respond to your request within 30 days of receipt or will tell you when it might take longer.

## *Right to Complain*

You also have the right to make complaints and request investigations into the way your information is used. Please contact our Data Protection Officer or visit the link below for more information.

For more detailed information on your rights visit <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

# **Case Finding**

Sometimes your information will be used to identify whether you need particular support from us. Those involved in your care might look at particular indicators and contact you or take action for healthcare purposes such as preventing you from having to visit accident and emergency by supporting you in your own home or in the community.

We will use automated technology to help us to identify people that might require support but ultimately, the decision about how to support you is made by those involved in your care.

Our Data Protection Officer will be happy to speak to you about this if you have concerns or objections.

# **Information Technology**

The practice will use third parties to provide services that involve your information such as:

* Removal and destruction of confidential waste
* Provision of clinical systems
* Provision of connectively and servers

We have contracts in place with these third parties that prevent them from using it in any other way that instructed. These contracts also require them to maintain good standards of security to ensure your confidentiality.

# **How do we protect your Information?**

We are committed to ensuring the security and confidentiality of your information. There are a number of ways we do this including:

* Staff receive annual training about protecting and using personal data
* Policies are in place for staff to follow and are regularly reviewed
* We check that only the minimum amount of data is shared or accessed
* We use ‘smartcards’ to access systems, this helps to ensure that the right people are accessing data – people with a ‘need to know’
* We use encrypted emails and storage which would make it difficult for someone to ‘intercept’ your information
* We report and manage incidents to make sure we learn from them and improve
* We put in place contracts that require providers and suppliers to protect your data as well
* We do not send your data outside of the EEA

# **Visitors to our Website**

At Holderness Health, we are committed to maintaining the trust and confidence of visitors to our web site and subscribers to our newsletter. Here you’ll find information on how we treat data that we collect from visitors to our website, or when someone subscribes to our newsletter.

When someone visits [www.holdernesshealth.nhs.uk](http://www.holdernesshealth.nhs.uk) we use a third party service, Matomo Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Matomo Analytics to make, any attempt to find out the identities of those visiting our website. Matomo Analytics works without cookies and does not share data with any third parties.

If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain how it will be used.

# **Links to Other Web Sites**

This privacy notice does not cover the links within this site linking to other websites. Those sites are not governed by this Privacy Policy, and if you have questions about how a site uses your information, you will need to check that site’s privacy statement.

# **Changes to this Privacy Notice**

We keep our Privacy Notice under regular review. This Privacy Notice was last updated on 12 April 2024 and will be reviewed annually.

From time to time, we will publish additional Privacy Notices which relate to specific activities or areas of work.