

Heywood Family
Practice

Heywood Family Practice



Easy read Privacy Notice

Who are we?

We, at Heywood Family Practice our address is 1 Lodway Gardens, Pill, Bristol, BS20 0DL area **Data Controller of your information.**

This means we are responsible for **collecting, storing, and handling your personal and healthcare information** when you register

- with us as a patient.

There may be times where we also **process**

- **your information.**

That means we use your information for a particular purpose, we may also be called a **Data Processor.**

We are registered with **the Information Commissioners Office (ICO)** to use information about the people we work with under the Data Protection Act 2018

Our registration number is Z5477904



What information do we collect about you?



Your name



Your address,
where you live.



Your phone
number



Who is your
family, who looks
after you.



Your date of
birth

What else might we know about you?



Your marital
status



Your job if you
have one.



Your email
address if you
have one.



Your religion if
you have one.



What you like
to be called



Where you
were born

How do we keep your information?



Your records are stored on an electronic database system and are protected.



Your records may be stored on paper file, also kept safe.



All staff at the practice must keep your information safe.

Some information we keep about you may be sensitive



Your patient
health
records are
sensitive.



Any
safeguards
that you have
in place to
protect you.

Why are we using your information?



To give to other people who are treating you.



To make things better for you at your medical practice.



To share with people organising your care for medical research purpose.

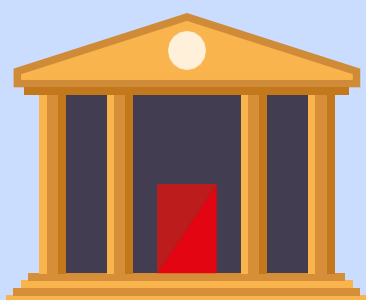
To follow the law, we sometimes need to share your information if...



If the **police** require information as part of a criminal investigation



Information might be required by law **due to fraud.**



If there is a **court order**



If the Care Quality Commission **CQC** require it **during an inspection**

To comply with the law, we must...



To follow the Data and the Common Law Duty of Confidentiality.



Keep your records safe.



Only authorized members of staff can access your records and are part of caring for you.



Always keep our records confidential and secure.

Why do we share information and under what conditions?



To tell you how personal information will be used.



We need to have a legal reason for using your information without asking you first.



Sometimes your information will be used using your name without your consent.

Who do we share information with?



Ambulance
Services



Public Health
England and
other NHS Trusts



General
practitioners
(GPs)

Who else, do we share information with?



NHS England



Social Services or private care homes to help them give you the best support.



Primary Care Agencies

What does the National data opt-out mean for you?



Information about you is collected when using our services.



Your collected information can be used and provided to other organisations.



Collected information will improve the quality and standards of care provided to you and others.



You have choice
whether to use your
confidential
information to be
used.



Use of your
confidential patient
information about
your health and care is
only when allowed by
law.



Anonymised data is
used for research and
planning so that you
cannot be identified.



If you choose to opt out,
your confidential
information will only be
used to support your
care.

What are your rights?

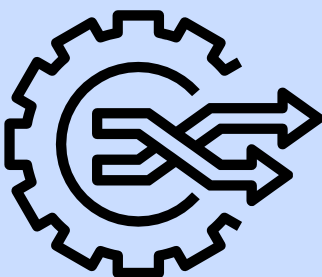
Under UK law The Data Protection Act and GDPR you can...



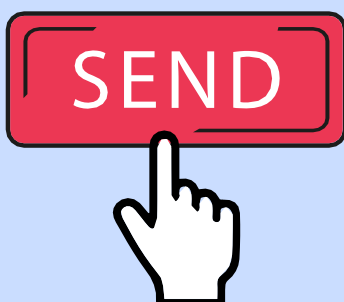
Tell us not to share your information if you really do not want us to, unless if it is required by law.



Ask us to give you a copy of your records, this is called a Rights of Access request.



Ask us to change any information if they are wrong or incorrect.



Ask for copies of your documents to other organizations if requested.

If you are unhappy, who do you talk to?

You can speak to our **Data Protection Officer:**

Liberty Apted

Avon Local Medical Committee, 14a High Street,
Staple Hill, Bristol, BS16 5HP

Direct Line: **0117 4038446**

Email: **liberty@almc.co.uk**

www.avonlmc.co.uk

OR

The information Commissioners Office

Call the helpline on **0303 123 1113**

<https://ico.org.uk/make-a-complaint/>

Privacy Notice Next review November 2023