**MANDALAY 933 Blackburn Road, Sharples, Bolton, BL1 7LR**

**Telephone Telephone 01204 309206 Dr J. Y. Bax Dr H. Gracie**

**Dr J. Jiva**

**Dr N. Ashraf**

**Dr Z. Ahmed**

**MEDICAL CENTRE**

**PATIENT PRIVACY NOTICE**

**Who we are**

**Mandalay Medical Centre are here to provide patient-centered healthcare as providers of healthcare to you we hold records about your health. The Practice is the Data Controller of the information it holds about you and is responsible for keeping that secure and confidential. You can contact us using the contact details above.**

Should you have any concerns about how your information is managed at the GP Practice, please contact the surgery.

**How we use your personal information**

This Privacy notice explains why the GP practice collects information about you and how that information may be used.

The health care professionals who provide you with care maintain records about your health and any treatment or care you have received previously (e.g. NHS Trust, GP Surgery, Walk-in clinic, etc.). These records help to provide you with the best possible healthcare.

NHS health records may be electronic, on paper or a mixture of both, and we use a combination of working practices and technology to ensure that your information is kept confidential and secure. Records which this GP Practice holds about you may include the following information;

• Details about you, such as your address, if you have a carer or legal representative, emergency contact details  
• Any contact the surgery has had with you, such as appointments, clinic visits, emergency appointments, etc.  
• Notes and reports about your health  
• Details about your treatment and care  
• Results of investigations such as laboratory tests, x-rays etc.  
• Relevant information from other health professionals, relatives or those who care for you

To ensure you receive the best possible care, your records are used to facilitate the care you receive. Information held about you may be used to help protect the health of the public and to help us manage the NHS. Information may be used within the GP practice for clinical audit to monitor the quality of the service provided.

Some of this information will be held centrally and used for statistical purposes. Where we do this, we take strict measures to ensure that individual patients cannot be identified.  
Sometimes your information may be requested to be used for research purposes in a fully anonymised format. However where identifiable information is required the surgery will always gain your consent before releasing the information for this purpose.

**General Data Protection Regulation Legal Basis for processing your information in this way**

Where it is necessary for the performance of a task carried out in the public interest or in the exercise of official authority and it is for the purpose of medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems.

**Objections / Complaints**

Should you have any concerns about how your information is managed at the GP Practice, please contact the Data Protection Officer at the address detailed above.

You have a right to ask the following:

* Access to or obtain a copy of the information held about you (see Access to Personal Information below for how to request this)
* For your information to be corrected if it is factually incorrect
* Object to your information being processed in certain circumstances

If you are still unhappy following a review by the Practice you can then you can complain to the Information Commissioners Office (ICO). [www.ico.org.uk](http://www.ico.org.uk), casework@ico.org.uk, or telephone: 0303 123 1113 (local rate) or 01625 545 745

**Other Purposes for which your information is processed**

**Opt out details**

Patients and the public who decide they do not want their confidential patient information used for planning and research purposes will be able to set their national data opt-out choice online. We will provide a non-digital alternative for patients and the public who can't or don't want to use an online system. Individuals can change their mind anytime. Existing Type 2 opt-outs (the option for a patient to register with their GP, to prevent their confidential patient information leaving NHS Digital) will be converted to the new national data opt-out. Patients with type 2 opt-outs will be informed of this change individually

**Individuals Rights in respect of processing the above information**

Access

Rectification

Object to the processing for this purpose

If you are happy for your data to be extracted and used for the purposes described in this privacy notice then you do not need to do anything. If you have any concerns about how your data is shared then please contact the practice.

[***The care.data programme – collecting information for the health of the nation***](https://www.england.nhs.uk/ourwork/tsd/care-data/)

**How do we maintain the confidentiality of your records?**

We are committed to protecting your privacy and will only use information collected lawfully in accordance with:

• Data Protection Legislation   
• Human Rights Act 1998  
• Common Law Duty of Confidentiality  
• Health and Social Care Act 2012  
• NHS Codes of Confidentiality, Information Security and Records Management  
• Information: To Share or Not to Share Review

Every member of staff who works for an NHS organisation has a legal obligation to keep information about you confidential.

We will only ever use or pass on information about you if others involved in your care have a genuine need for it. We will not disclose your information to any third party without your permission unless there are exceptional circumstances (i.e. life or death situations), where the law requires information to be passed on and / or in accordance with the new information sharing principle following Dame Fiona Caldicott’s information sharing review (Information to share or not to share) where “The duty to share information can be as important as the duty to protect patient confidentiality.” This means that health and social care professionals should have the confidence to share information in the best interests of their patients within the framework set out by the Caldicott principles. They should be supported by the policies of their employers, regulators and professional bodies.

Retention of Records

All NHS records are held in line with the Records Management Code of Practice for Health and Social Care 2016

**Who are our partner organisations?**  
We may also have to share your information, subject to strict agreements on how it will be used, with the following organisations;

• NHS Trusts / Foundation Trusts  
• GP’s  
• NHS Commissioning Support Units  
• Independent Contractors such as dentists, opticians, pharmacists  
• Private Sector Providers  
• Voluntary Sector Providers  
• Ambulance Trusts  
• Clinical Commissioning Groups  
• Social Care Services  
• Health and Social Care Information Centre (HSCIC)  
• Local Authorities  
• Education Services  
• Fire and Rescue Services  
• Police & Judicial Services  
• Voluntary Sector Providers  
• Private Sector Providers  
You will be informed who your data will be shared with and in some cases asked for explicit consent for this to happen when this is required.

We may also use external companies to process personal information, such as for archiving purposes. These companies are bound by contractual agreements to ensure information is kept confidential and secure.

**Access to personal information**

You have a right under the Data Protection Legislation to request access to view or to obtain copies of what information the surgery holds about you and to have it amended where it is factually inaccurate. In order to request this, you need to do the following:

• Your request must be made directly to the GP Practice– for information from the hospital you should contact them directly.   
• We are required to respond to you within 1 calendar month, although this may be extended if the request is complex, but you should be informed of any delays.  
• You will need to give adequate information (for example full name, address, date of birth, NHS number and details of your request) in order that your records can be located efficiently. You will be asked for proof of photo identity so we know we are releasing your information to the correct person

**Change of Details**

It is important that you tell the person treating you if any of your details such as your name or address have changed or if any of your details are incorrect, such as date of birth in order for this to be amended. You have a responsibility to inform us of any changes so our records are accurate and up to date for you.

This information is publicly available on the Information Commissioners Office website www.ico.org.uk

The practice is registered with the Information Commissioners Office (ICO).