

Coventry & Rugby GP Alliance



Privacy Information Leaflet

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<http://www.coventryrugbygpalliance.nhs.uk/>

What is a privacy notice?

A privacy notice is a statement that discloses some or all of the ways in which the organisation gathers, uses, discloses and manages a patient's data. It fulfils a legal requirement to protect a patient's privacy.

Why do we need one?

To ensure compliance with the General Data Protection Regulation (GDPR) Coventry & Rugby GP Alliance must ensure that information is provided to patients about how their personal data is processed in a manner which is:

- Concise, transparent, intelligible and easily accessible;
- Written in clear and plain language, particularly if addressed to a child; and
- Free of charge

What is the GDPR?

The GDPR replaced the Data Protection Directive 95/46/EC and is designed to harmonise data privacy laws across Europe, to protect and empower all EU citizens' data privacy and to reshape the way in which organisations across the region approach data privacy. The GPDR came into effect on **25 May 2018**.

How do we communicate our privacy notice?

Our privacy notice is displayed on our website. We will:

- Inform patients how their data will be used and for what purpose
- Allow patients to opt out of sharing their data, should they so wish

What information do we collect about you?

We will collect information such as personal details, including name, address, records of appointments, telephone calls, part of your health record including treatment and medications, requests for test results, X-rays, etc. and any other relevant information to enable us to deliver effective medical care.

How do we use your information?

Your data is collected for the purpose of providing direct patient care; however, we can disclose this information if it is required by law, if you give consent or if it is justified in the public interest. We may be requested to support research; however, we will always gain your consent before sharing your information with medical research databases such as the Clinical Practice Research Datalink and QResearch or others when the law allows.

Maintaining confidentiality

We are committed to maintaining confidentiality and protecting the information we hold about you. We adhere to the General Data Protection Regulation (GDPR), the NHS Codes of Confidentiality and Security, as well as guidance issued by the Information Commissioner's Office (ICO).

Risk stratification

Risk stratification is a mechanism used to identify and subsequently manage those patients deemed as being at high risk of requiring urgent or emergency care. We **do not** collect data for this purpose as this remains the duty of your registered GP. Your information is however collected and processed electronically by us and relayed to your GP who can then decide on any necessary actions to ensure that you receive the most appropriate care.

Invoice validation

Your information may be shared by your registered GP if you have received treatment, to determine which Clinical Commissioning Group (CCG) is responsible for paying for your treatment. This information may include your name, address and treatment date. We **do not** collect or share data for this or any other third party purpose.

Opt-outs

You have a right to object to your information being shared. Should you wish to opt out of data collection, please contact a member of staff who will be able to explain how you can opt out and prevent the sharing of your information; this is done by registering a Type 1 opt-out, preventing your information from being shared outside this practice.

Accessing your records

You have a right to access the information we hold about you, and if you would like to access this information, you will need to complete a Subject Access Request (SAR). Please ask a member of our team for a SAR form and you will be given further information. Furthermore, should you identify any inaccuracies, you have a right to have the inaccurate data corrected.

What to do if you have any questions

Should you have any questions about our privacy policy or the information we hold about you, you can:

1. Contact the organisation's data controller via email at crgpa.coventryrugbygpalliance@nhs.net. Your registered GP has data controllers for the data they hold about their patients¹
2. Write to the data controller at the address on the front of this leaflet
3. Ask to speak to the general manager Mel Duffy

The Data Protection Officer (DPO) for the organisation is Kerry J Crutchlow.

Complaints

In the unlikely event that you are unhappy with any element of our data-processing methods, you have the right to lodge a complaint with the ICO. For further details, visit ico.org.uk and select 'Raising a concern'.

We regularly review our privacy policy and any updates will be published on our website to reflect the changes.

¹ [BMA GPs as data controllers under the GDPR](#)