

General Privacy Notice

Queens Road Medical Practice provides a comprehensive range of medical services and as such, we use personal data to provide the best medical care and advice. We take the privacy and rights of all stakeholders very seriously. The policy detailed below outlines how we use your data and provides contact information should you require any further information.

What information do we collect?

Most of the data we hold is about people's health and medical conditions and this is considered 'special category data'. We also hold information about organisations, to communicate with them regarding healthcare.

How do we use this information?

We collect and use this data to provide all stakeholders with the best possible service. This is in accordance with local law, which allows for the processing of data "for health and social care purposes undertaken by a health professional."

We may also use this data for other reasons: for example, to see that the Practice runs efficiently, plans, trains its staff, receives monies due and can account for its actions. Information may also be needed to help educate tomorrow's clinical staff and to carry out medical and other health research for the benefit of everyone. This is in accordance with local law, which allows the processing of data for legitimate interests or where there is a contract in place.

We only share data with the individual or appointed person concerned, unless we have obtained explicit consent to share with a third party. Very rarely, if we feel there is an overriding public interest, for example people's lives are at risk, we may share information with Police.

Does your information go elsewhere?

To function efficiently as an organisation, we use other companies ('data processors') to fulfil certain obligations. For example, we outsource the secure destruction of data no longer required to another company. In all instances, these 'data processors' are vetted to ensure they also comply with the current regulations. The Practice Policy for retaining data is in line with UK guidance, exact retention periods depend on the content of the data itself.

Access to your information:

You have the right to request a copy of the information that we hold about you. You also have the right to ask us to correct or remove information you think is inaccurate. In order to keep records up to date, we would appreciate notification if your details change.

Changes to our privacy policy:

We keep our privacy policy under regular review and we will place any updates on our website. This privacy policy was last updated on 8th July 2019.

How to contact us:

Please contact us if you have any questions about our privacy policy or information we hold about you:

Email: admin@eqrmp.com Phone: 01481 724184

The Practice lead for Data Protection is Dr Charis Cassells, chariscassells@eqrmp.com

Supervisory Authority:

Should you have an issue regarding data protection that you do not feel able to raise with us directly, you are entitled to contact The Office of the Data Protection Commissioner on 01481 742074.