

DOCTORNOW Patient Privacy Notice

How and why we collect Personal Data Information

This Privacy Notice explains why DOCTORNOW collects information about you and how that information is used.

All GP and nurse consultations are recorded within our secure encrypted clinical system so that we have on record a chronological medical history for each patient in order that DOCTORNOW can provide optimum healthcare .

DOCTORNOW also collects and records details about you including:

- ✓ Your address, occupation, legal representative, emergency contact
- ✓ Your consent options as to how you wish us to communicate with you with regard to marketing of our services, membership, clinical communications and appointment reminders
- ✓ Details of your past medical history if provided
- ✓ Contact we have had with you such as consultations, emergency visits
- ✓ Notes and reports about your health, including letters from other consultants and healthcare professionals, with details about your care
- ✓ Reports of health investigations including blood tests, X-rays, scans etc
- ✓ Records of vaccinations
- ✓ Recording of telephone calls for training and development of staff
- ✓ Recording of GP video consultations
- ✓ Banking details for financial transactions
- ✓ Cookies via the DOCTORNOW website – used to analyse anonymous data about how visitors use our website. This insight helps us make improvements to our website

Maintaining Confidentiality

At DOCTORNOW we are committed to maintaining your confidentiality. All information collected will be used in accordance with current legislation. All of our staff undergo regular confidentiality training and have a legal obligation to keep information about you confidential. We will only pass on your information to others if they are also involved in your care. We will not disclose your information to a third party without your permission, unless there are exceptional circumstances which are in your best interests.

Who we Share Personal Data Information with

There are certain organisations that DOCTORNOW work alongside in your provision of care. These organisations are subject to strict agreements on how personal data should be used and include:

- ✓ Independent Pharmacies (prescriptions)
- ✓ Independent Hospitals or Clinics (via GP referrals)
- ✓ Financial services – banking, direct debits
- ✓ Remote server secure cloud based data storage for our clinical system and network files

As above, you will be informed about who your data will be shared with and in some cases asked for explicit consent for this to happen when this is required.

On some occasions we may ask external companies to process personal information, for example for the purpose of archiving or mailings. In this case the companies are bound by contractual agreements to ensure the information is kept confidential and secure.

Some of the patient information might be used for our internal clinical audits which enables us to monitor the care we provide to our patients and make improvements. We take strict measures to ensure that individual patients cannot be identified.

Your Access to Personal Information

The 2016 General Data Protection Regulation (GDPR) came into effect in the UK on May 2018. You have a right, under GDPR, to request access, to view or obtain copies of the information DOCTORNOW holds about you. In order to do this, you will need to make a written request to our Data Protection Officer: Liz Rosies, DOCTORNOW, The Beaconsfield Clinic, Little Old Barn, Windsor End, Beaconsfield, Bucks, HP9 2JW.

Your Responsibilities and Further Actions

You have a responsibility to inform us if any of your details change or are incorrect. If at any time your name or address changes, please let us know so that our records can be updated.

If you are happy for your data to be used for the purposes outlined in this Privacy Notice, then you do not need to take any further action.

If you have any concerns or objections about how your information is managed at DOCTORNOW please contact our Data Protection Officer: Liz Rosies at the address above or by e-mail: liz.rosies@doctornow.org

DOCTORNOW is registered with the Information Commissioners Office (ICO).

If you would like to find out more about the new data protection regulations:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/>

<https://ico.org.uk/for-the-public/>