



Doctor Now and The Beaconsfield Clinic¹ Patient Privacy Notice

How and why, we collect Personal Data Information

This Privacy Notice explains why Doctor Now and The Beaconsfield Clinic and our Branch Surgeries, collect 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 Doctor Now and The Beaconsfield Clinic can provide optimum healthcare.

Doctor Now 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
- ✓ Banking details for financial transactions
- ✓ Cookies via the Doctor Now website – used to analyse anonymous data about how visitors use our website. This insight helps us make improvements to our website
- ✓ Some of our doctors use an AI-assisted clinical documentation tool (Heidi) to support them in creating medical records. Heidi processes consultation information securely and in accordance with UK data protection legislation. Patients may opt out of the use of this tool at any time, and choosing to do so will not affect the care they receive.

Maintaining Confidentiality

At Doctor Now and the Beaconsfield Clinic 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 Doctor Now and The Beaconsfield Clinic 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

¹ Including our Branch Surgeries

Doctor Now and The Beaconsfield Clinic (including Branch Surgeries) are the Trading Names of Doctor Now Ltd.

Beaconsfield Clinic Address: Little Hall Barn, Windsor End, Beaconsfield, Buckinghamshire, HP9 2JW

Thame Clinic Address: The Threshing Barn, Mill Road, Thame OX9 2HA

Email: info@doctornow.org Telephone: 01494 410 888



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.

CCTV

Our Closed-Circuit Television (CCTV) systems are installed for the purpose of maintaining a safe and secure environment, preventing security incidents, and monitoring access points. The CCTV systems may capture personal information, such as images of individuals within the monitored areas. This data is collected and processed solely for the purposes mentioned above. By entering our premises or accessing monitored areas, individuals consent to being recorded by our CCTV systems.

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 Doctor Now holds about you. To do this, you will need to make a written request to our Data Protection Officer: Liz Rosies, Doctor Now and 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 Doctor Now and The Beaconsfield Clinic please contact our Data Protection Officer: Nida Kahn using the following contact form.

Information Commissioner's Office

Doctor Now Limited is registered with the Information Commissioners Office (ICO).

If you would like to find out more about the [data protection regulations please visit the ICO Website.](#)



DoctorNow Privacy Statement

At DoctorNow we are committed to protecting the privacy and confidentiality of your personal information. This Privacy Notice explains how we collect, use, and disclose your personal data when you use the DoctorNow App.

What Information is Collected

When you register for the DoctorNow “App” (the term “App” is defined as all remote access to DoctorNow including DoctorNow App and Patient Portal Access, required for App usage), we may collect personal information such as your name, date of birth, address, email address, and phone number.

In agreeing to use the DoctorNow App we may also collect health-related information such as medical history, symptoms, diagnoses, treatment plans, prescriptions, and laboratory results.

We gather data about your interactions with the DoctorNow App, including log-in details, pages visited, features used, and device information (e.g. IP address, browser type, device type).

How this Information is used

The information that is collected serves to:

- Deliver healthcare services, including appointments, consultations, prescriptions, and medical advice.
- Enhance the functionality and usability of the DoctorNow App, and to develop new features and services.
- Communicate with you about appointments, test results, updates to our services, and other relevant information.
- Conduct research, analysis, and reporting for the improvement of healthcare outcomes.
- Comply with legal and regulatory requirements, including patient safety, data protection, and medical standards.

Who sees to the Information?

We take appropriate technical and organisational measures to protect your personal data against unauthorised access, disclosure, alteration, or destruction.

To facilitate your healthcare services, we may share your information with doctors, nurses, pharmacists, and other healthcare professionals involved in your care.

We may engage third-party service providers to assist with the operation of the DoctorNow App, such as hosting providers, analytics providers, and communication platforms.

We may disclose your information when required by law, court order, or governmental authority, or to protect our rights, property, or safety.

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What are your Rights?

As a patient of DoctorNow you have the following rights regarding your personal data:

- You can request access to your personal information and receive a copy of it.
- You can request corrections to any inaccuracies in your personal data.
- You can request the deletion of your personal information, subject to legal obligations.
- You can request the restriction of processing of your personal data in certain circumstances.
- You can object to the processing of your personal data for direct marketing purposes or where we rely on legitimate interests as our legal basis.
- You can request a copy of your personal data in a structured, machine-readable format.

Who can you contact about your Personal Data?

If you have any questions or concerns about our Privacy Notice or the handling of your personal data, please contact us at: info@doctornow.org.

DoctorNow's Obligations

Please note we may update this Privacy Notice from time to time to reflect changes in our practices or legal requirements. We encourage you to review this notice periodically for any updates.

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What you Need to Do

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.

Updated: April 2026

Review: April 2028



If you have any concerns or objections about how your information is managed at DoctorNow, please contact our Data Protection Officer by e-mail: info@doctornow.org.

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