



Bancroft Medical Centre

Orford Lodge Surgery
100 Bancroft
Hitchin
SG5 1ND
01462 654040
www.bancroftmedicalcentre.co.uk

Courtenay House Surgery
30-35 Bancroft
Hitchin
SG5 1LH
01462 654040
www.bancroftmedicalcentre.co.uk



What is a privacy notice?

A privacy notice helps your doctor's surgery tell you how it uses information it has about you, like your name, address, date of birth, NHS No., mobile number and all of the notes the doctor or nurse makes about you in your healthcare record.

Why do we need one?

Your doctor's surgery needs a privacy notice to make sure it meets the legal requirements which are written in a new document called the *General Data Protection Regulation* (or *GDPR* for short).

What is the GDPR?

What a great question! The *GDPR* is a new document that helps your doctor's surgery keep the information about you secure. It's new and will be introduced on the 25th May 2018, making sure that your doctor, nurse and any other staff at the practice follow the rules and keep your information safe.

How do you know about our privacy notice?

At your surgery, we have posters in our waiting room we also have lots of information about privacy on our website, telling you how we use the information we have about you.

What information do we collect about you?

Don't worry; we only collect the information we need to help us keep you healthy - such as your name, address, information about your parents or guardians, records of appointments, visits, telephone calls, your health record, treatment and medicines, test results, X-rays and any other information to enable us to care for you.

How do we use your information?

Another great question! Your information is taken to help us provide your care. But we might need to share this information with other medical teams, such as hospitals, if you need to be seen by a special doctor or sent for an X-ray. Your doctor's surgery may be asked to help with exciting medical research; but don't worry, we will always ask you, or your parents or adults with parental responsibility, if it's okay to share your information.

How do we keep your information private?

Well, your doctor's surgery knows that it is very important to protect the information we have about you. We make sure we follow the rules that are written in the GDPR and other important rule books.

What if I've got a long-term medical problem?

If you have a long-term medical problem then we know it is important to make sure your information is shared with other healthcare workers to help them help you, making sure you get the care you need when you need it!

Don't want to share?

All of our patients, no matter what their age, can say that they don't want to share their information. If you're under 16 this is something which your parents or adults with parental responsibility will have to decide. They can get more information from a member of staff at the surgery, who can also explain what this means to you.

How do I access my records?

Remember we told you about the GDPR? Well, if you want to see what is written about you, you have a right to access the information we hold about you, but you will need to complete a Subject Access Request (SAR). Your parents or adults with parental responsibility will do this on your behalf if you're under 16. But if you are over 14, you may be classed as being competent and you may be able to do this yourself (subject to a competency assessment).

What do I do if I have a question?

If you have any questions, ask a member of the surgery team or your parents or adults with parental responsibility. You can:

1. Contact the practice's data controller via email at bancroft.medicalcentre1@nhs.net. GP practices are data controllers for the data they hold about their patients

Write to the data controller at

Orford Lodge
100 Bancroft
Hitchin
HERTS, SG5 1ND
Telephone: 01462 654040

Courtenay House
30-35 Bancroft
Hitchin
HERTS, SG5 1LH
Telephone: 01462 654040

2. Ask to speak to the practice manager, or their deputies

Who is the Data Protection Officer?

The Data Protection Officer function for Bancroft Medical Centre is provided by Hertfordshire and Bedfordshire and Luton ICT Services, hosted by East and North Herts Clinical Commissioning Group (ENHCCG). If you wish to contact the DPO or have a concern about anything to do with the personal and healthcare information we hold about you (that was not resolved by your enquiry with the practice), please contact the Data Protection Officer at HBLICT hosted by ENHCCG at enhertscg.dpo-gp.hblict@nhs.net

In this initial email, please only indicate you wish to raise a concern about how your personal information is being processed. Please do not provide any details at this stage. On receipt of this email you will be contacted and requested to provide adequate, relevant and limited information necessary in relation to the purposes for which your concern is being processed.

What to do if you're not happy about how we manage your information

We really want to make sure you're happy, but we understand that sometimes things can go wrong. If you or your parents or adults with parental responsibility are unhappy with any part of our data-processing methods, you can complain. For more information, visit the Information Commissioner's Office (ICO): <https://ico.org.uk/> for telephone: 0303 123 1113.

We always make sure the information we give you is up to date. Any updates will be published on our website, in our newsletter and leaflets, and on our posters. This policy will be reviewed annually.