

# Privacy Notice

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1	Helen Rofail	May 2026	May 2027

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## About Us

We, at Bancroft Medical Centre, located at:

- Bancroft Court, 30–35 Bancroft, Hitchin, Herts, SG5 1LH
- 100 Bancroft, Hitchin, Herts, SG5 1ND

are the Data Controller of your information. This means we are responsible for determining the purposes for collecting, storing, and handling your personal and healthcare information when you are registered as a patient.

Your health record contains information about you, your health, and the care provided or planned, which is maintained to support safe and effective healthcare. We use this information to deliver safe, effective, and high-quality healthcare.

It is important that you understand how we use your information. If you have any questions, please contact us (see Section 2).

## Contact Us

Data Controller

Bancroft Medical Centre

Contact: 01462 654040

Email: [hweicbenh.bmc.reception@nhs.net](mailto:hweicbenh.bmc.reception@nhs.net)

You can contact us if:

1. You have questions about your personal information.
2. You wish to access your information or request correction of inaccurate information.
3. You have concerns about how your information is used.

## If You Have a Concern

If your concern is not resolved by contacting the Data Controller, you may contact our Data Protection Officer (DPO):

DPO Contact: [enhertsicb.dpo-gp.hblict@nhs.net](mailto:enhertsicb.dpo-gp.hblict@nhs.net)

(Data Protection Officer function is provided by HBL ICT, hosted by ENHICB)

You also have the right to raise a concern with the UK Information Commissioner's Office (ICO):

- Address: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

- Website: [ico.org.uk](http://ico.org.uk)
- Telephone: 0303 123 1113

We operate under the Data Protection Act 2018 and UK GDPR. Bancroft Medical Centre is registered as a Data Controller with the UK Information Commissioner's Office (ICO).

### Information We Collect

We collect personal information including:

- Name, address, telephone numbers, email, date of birth, gender, NHS number
- Emergency contacts, next of kin, carers

We collect health information including:

- Appointments and service records
- Health notes and reports
- Treatment and care records
- Test results (e.g., x-rays, labs)
- Firearms applications, immigration, and court orders (if applicable)

This information may be stored in manual (paper) or electronic form.

Data may be recorded and stored in systems such as SystemOne, Accurx, Rapid Health, NHS App, iGPR, Anima and online consultation systems as well as in paper records

We may contact you via SMS, email, phone or letter regarding your healthcare and appointments. Please update the practice if your contact details change.

### Why We Use Your Information

We use your personal information to provide healthcare services, arrange tests and referrals, issue prescriptions, contact you about appointments, and to support the planning and improvement of NHS services.

### Lawful Basis for Processing

We rely on the following lawful bases under UK GDPR and Data Protection Act 2018:

1. Performance of a task in the public interest – Article 6(1)(e)
2. Health and social care purposes – Article 9(2)(h)
3. Vital Interests – To protect life in emergencies
4. Legal Obligation – To comply with statutory duties
5. Consent – used only where required, such as newsletters or optional third-party services, and not for direct patient care.

We never sell or share your information for marketing purposes.

#### Direct Care Services & Sharing Information

#### Case Findings & Risk Stratification

We may use coded data to identify patients who may benefit from services, but only pseudo-anonymised data is shared outside the practice.

#### People and Organisations Involved in Your Care

- Health and social care professionals
- Diagnostic organisations
- Pharmacies
- Hospitals, specialists, community services and local NHS commissioning organisations (Integrated Care Boards)

#### National Screening Programmes

We may share contact information with the appropriate public health authorities (such as the UK Health Security Agency) to invite you to relevant screening programmes. You can opt-out of these programmes.

#### Record Sharing Programmes

- My Care Record (MCR): Local integrated care sharing for direct care
- Extended Access Service: Access to GP appointments outside practice hours
- Primary Care Networks (PCN): Integrated care with local practices and providers

### Summary Care Records (SCR)

Summary Care Records (SCR) accessed via SystemOne, My Care Record via local integrated care networks.

- Holds essential health information (medications, allergies, demographics)
- Accessed by authorised professionals with your permission
- Additional Information SCR may include further details if you consent

### Electronic Prescribing Services (EPS)

- Allows prescriptions to be sent electronically to your chosen pharmacy

### Online Consultation Services (e-Consult)

- Secure portal for submitting consultations
- NHS England and NHS Digital may act as joint data controllers for certain services

### NHS App – See Appendix NHS App Pg 8

- Provides access to a range of NHS services
- Jointly controlled by NHS England and NHS Digital

### Non-Direct Care Services

Pseudo-anonymised data may be processed via system1 Analytics, QResearch, or approved NHS Digital platforms.

Non-direct care uses of your data may include:

- Service planning and improvement
- Research (with anonymisation where possible)
- Compliance with law or public health requirements

You may opt-out using the National Data Opt-Out or existing Type 1 Opt-Out without affecting your direct care.

Organisations that may use non-direct care data:

- East and North Hertfordshire ICB

- NHS Digital
- Care Quality Commission (CQC)
- Approved research organisations

### Your Individual Rights

You have rights under UK GDPR, including:

1. Access (Subject Access Request) – See the information we hold
2. Rectification – Request correction of inaccurate information where appropriate
3. Restriction – Limit processing under certain conditions
4. Objection – Object to non-direct care sharing
5. Right to Portability – Limited in primary care
6. Automated Decision Making & Profiling – You will be informed if used

### Children and Young People

We understand the importance of protecting children and young people's information and confidentiality.

Depending on their age, understanding and competency, children and young people may have the right to make decisions about how their personal information is used and shared.

Parents, guardians or individuals with parental responsibility may exercise privacy rights on behalf of children where appropriate and in accordance with applicable law, NHS confidentiality guidance and safeguarding responsibilities.

The Practice will always consider the best interests, confidentiality and safety of the child or young person when handling requests relating to personal information.

Requests may be made in writing. Access requests for deceased patients are handled via the Access to Health Records Act 1990.

### Retention of Information

Records are retained in accordance with NHS Digital Records Management Code of Practice.

- If you register with another practice, records are securely transferred via GP2GP.

- If the practice merges or closes, you will be notified about secure transfer of records.

#### Website, Cookies & Wi-Fi

- Privacy Notice applies only to our website; third-party websites have their own policies
- [Cookies Policy](#) details how cookies are used
- Wi-Fi is available to visitors via a third-party provider; the practice does not control or access this data

#### Data Security

We take your information seriously:

- Staff receive regular data protection training
- Systems are audited and updated regularly
- Security assessments are conducted for new services

#### Organisational Security

##### CCTV

- Installed for safety and crime prevention
- Images stored securely for 30 days
- No audio is recorded
- Access is limited to authorised personnel

##### Telephone Recordings

- Calls are recorded for staff and patient safety, and training
- Recordings are stored for 12 months
- Access restricted to authorised personnel

##### Lawful Basis

Processing is necessary for the purposes of legitimate interests and/or the performance of a task carried out in the public interest under Article 6(1)(e) and/or Article 6(1)(f) UK GDPR.

### Supplementary Notes

#### iGPR

- Third-party processor assisting with subject access requests and insurance report requests
- Processes data according to our instructions and applicable laws

#### Online Services

- Use of e-Consult, Rapid Health, Anima, Accurx and the NHS App is subject to their respective privacy notices.
- Data is used for direct care purposes and securely processed

#### Docmail

- The organisation utilises Docmail to securely generate and dispatch physical correspondence, including privacy notices and policy updates, ensuring compliance with data protection requirements and maintaining an auditable record of distribution.

### Changes to Our Privacy Notice

We regularly review and update this Privacy Notice.

- If English is not your first language, a translation is available upon request
- Date at the top reflects the last update

### Complaints and Data protection

- We take complaints and data protection seriously and process personal information in accordance with UK GDPR and the Data Protection Act 2018. Concerns regarding the use of personal data may be raised with the Practice or the Information Commissioner's Office (ICO).

### **Appendix – NHS App**

The NHS login [sic] and NHS App paragraphs below are provided by NHS England and must not be changed.

NHS England has placed a contractual requirement on Rapid Health that a practice's privacy policy must have the following content for their patients to use Rapid Health in the NHS App.

This must be confirmed by participating practices before they may go live.

### **NHS login**

If you access Rapid Health using your NHS login details, the identity verification services are managed by NHS England.

NHS England is the controller for any personal information you provided to NHS England to get an NHS login account and verify your identity and uses that personal information solely for that single purpose. For this personal information, our role is a "data processor" only and

we must act under the instructions provided by NHS England (as the "data controller") when verifying your identity.

For more information on NHS login, see the NHS login privacy notice and NHS login terms and conditions.

### **NHS App**

You can access Rapid Health on the NHS App using your NHS login details.

If you sign in using NHS login, we will ask your permission to share your NHS login information with our service. This allows us to fill in some personal details for you, such as your name, date of birth and contact details.

We will not use your NHS login information for any other purposes. You can only share your NHS login information if you have proved your identity to NHS login.

You can choose not to share your NHS login information with Rapid Health but you will need to enter your information yourself whilst using the service.

For more information, see the NHS login privacy notice and NHS login terms and conditions.