

Patient Privacy Notice

Queens Road Medical Practice provides a range of medical services and as such, we use information about our patients to provide them with the best possible health care. We take the privacy and rights of our patients very seriously. The policy detailed below outlines how we use your data and contact information should you require any further information.

What information do we collect?

Most of the data we hold is about our patients' health and medical conditions and this is considered 'special category data', generally collected from the patient themselves, or other healthcare professionals.

How do we use this information?

We collect and use this data to provide our patients with the best possible medical care. 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.

We will only share this data for direct medical care purposes, for example, referral to a specialist or for Island agreed screening programmes, Social Services and Employment and Social Security. 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.

Use of Email:

If you provide us with an email address it will be used for providing information considered relevant to you, as a patient of Queens Road Medical Centre. This may include:

- Information regarding services we think would be of interest / benefit to your health
- Practice development initiatives, e.g. health improvement surveys, patient feedback, Practice newsletter

You can request we do not use your email address for any of the above purposes at any time by emailing/ calling / unsubscribing.

Does your information go elsewhere?

To function efficiently 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 NHS UK guidance - the length of time records are kept for depends on the details within the medical history.

Access to your information:

If you would like to request a copy of the information that we hold about you, please use the contact details below. To ensure your personal information is up to date, please inform us of any changes you think we should be aware of.

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 22nd August 2018.

How to contact us:

If you have any questions about our privacy policy, please use: email: admin@eqrmp.com or 'phone: 01481 724184

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.