



VIRGINIA WATER
PRIVATE MEDICAL CLINIC

Privacy Notice

Your information – what you need to know

This privacy notice explains why we collect information about you, how the information may be used and how we keep it safe and confidential.

Why we collect information about you

As healthcare professionals who provide you with care we are legally required to maintain records about your health, treatment and care.

We collect and hold information about you for the sole purpose of providing you with healthcare services. These records can be kept in written and/or digital form and may include basic details about you, such as name and address, as well as more sensitive information about your health.

Details we collect about you

The information we keep about you helps us to provide you with the best possible healthcare. Such information may include:

- Details about you such as your name, address, contact details, next of kin
- Any contact that we have had with you, such as appointments, consultations, visits, etc.
- Notes and reports about your health
- Details about your treatment and care
- Results of investigations, such as laboratory tests, x-rays, scans etc.
- Relevant information from other health professionals, relatives, carers.

How we keep your information confidential and safe

We are committed to protecting your privacy and we have appropriate technical and organisational measures in place to protect your information.

We will only use information collected lawfully in accordance with the General Data Protection Regulation 2018, Data Protection Act 1998, Common Law Duty of Confidentiality and NHS Codes of Confidentiality. We will only ever use or pass on information about you if others involved in your care have a genuine need of it. We will not disclose your information to any third party without your permission unless there are exceptional circumstances (i.e. life or death situation), or where the law requires information to be passed on.

How we use your information

We primarily use your information to enable us to provide you with healthcare services. However, we may also use your information to:



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- Process payment for the healthcare services you receive
- Investigate patient queries and complaints
- Review the care we provide through clinical audit
- Train and educate members of staff

Data Retention

We manage patient records in line with the Records Management Code of Practice for Health and Social Care 2016, which sets the required standards of practice in the management of records, based on current legal requirements and professional best practice.

Access to your information

You have a right under the General Data Protection Regulation 1998 to request access to view or to obtain copies of the information we hold about you.

You need to request this in writing and provide adequate information (full name, address, date of birth, and details of your request) so that we can verify your identity and locate your record. We would respond to your request within 30 days.

Change of details

It is important that you inform us if any of your details such as your name, address or contact information have changed or if any of your details are incorrect in order for this to be amended. You have a responsibility to inform us of any changes so that our records are accurate and up to date for you.

Email addresses

If you provide us with your email address we may use this to contact you about your appointments, your treatment and also for billing and administrative purposes. We may also email you about changes to our services, our opening hours and our clinic.

We will never use your email address for marketing purposes and we will never share your email address with any third parties. Please let us know if you do not wish to receive email correspondence from us.

Complaints and compliments

If you have concerns or are unhappy about any of our services, or to pass on compliments please contact the Manager or speak with any member of staff.