

The availability of some of these rights depends on the legal basis that applies in relation to the processing of your personal data, and there are some other circumstances in which we may not uphold a request to exercise a right. A list of the rights available to you are listed below:

**Right to be Informed**

**Right of Access**

**Right to Rectification**

**Right to Erasure ('right to be forgotten')**

**Right to Restriction of Processing**

**Right to Data Portability**

**Right to Object**

**Rights in relation to automated individual decision-making including profiling**

**Right to complain to the Information Commissioner**

Please contact the Practice for further information on exercising any of the above rights.

## How to Contact US

Please contact the Practice if you have any questions or require access to our full privacy notice:

**Pendre Surgery**

**Tel:** 01352 759163

**Website:** <https://www.pendresurgery.co.uk/>

**Data Protection Officer:**

DHCW - DPO Support Service

5<sup>th</sup> Floor, Tŷ Glan-yr-Afon

21 Cowbridge Road East

Cardiff

CF11 9AD

Email : [DHCWGMPDPO@wales.nhs.uk](mailto:DHCWGMPDPO@wales.nhs.uk)

**The Information Commissioner's Office:**

Information Commissioner's Office

Wycliffe House

Water Lane,

Wilmslow SK9 5AF

Tel: 0303 123 1113

Website: [www.ico.org.uk](http://www.ico.org.uk)

# Privacy Information for New Patients

## Introduction

As a patient, our practice will need to keep information about you to deliver care and treatment. This leaflet will briefly explain what information the Practice collects about you and how we keep this information safe. For further information, please contact the practice or refer to our main privacy notice which is available upon request or via our website.

## What Information do we collect about you?

We will collect information about you, your health and health care you have received.

This will include personal information such as your NHS number, name, address, contact information, date of birth, and next of kin.

We will also collect sensitive personal information about you (also known as special category data) which includes information relating to your health (appointment visits, treatments information, test results, X-rays, or reports), and may include information relating to your sexual orientation, race or religion.

Most of the above information we collect and hold about you forms part of your medical record and is primarily held to ensure you receive the best possible care and treatment.

## How is your personal data collected?

The information we hold is collected through various routes; these may include:

- Direct interactions with you as our patient
- Indirectly from other health care providers for example when you attend other organisations providing health or social care services
- Through wearable monitoring devices such as blood pressure monitors
- When your image is captured on practice CCTV Cameras (rear of the building only)
- Automated technologies such as when you interact with our website, we may automatically collect data about your equipment, browsing actions and patterns.

## How do we use your information?

The Information we collect about you is primarily used for your direct care and treatment but may also be used for:

- The management of healthcare services
- Participation in national screening programmes
- National data collection requirements
- Medical research and clinical audit
- Legal requirements
- Security and safety of our staff and premises

## Partners we may share your information with

We may also use external third-party companies (data processors) to process your personal information. These companies will be bound by contractual agreements to ensure information is kept confidential and secure. This means that they cannot do anything with your personal information unless we have instructed them to do it. They will not share your personal information with any organisation apart from us. They will hold it securely and retain it for the period we instruct.

We will not share your information with any third parties for the purposes of direct marketing.

For further information on how we use your information and the organisations whom we may share your information with please contact the practice or refer to our main privacy notice which is available upon request or via our website.

## Retention / Storing of your Personal Information

We are required by UK law to keep your information and data for a defined period, often referred to as a retention period. The Practice will keep your information in line with our records management policy, this is available upon request from the Practice.

## Our legal basis for processing your personal data

The legal bases for most of our processing relates to your direct care and treatment:

- **Article 6(1)(e) – processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.**

Where we have a specific legal obligation that requires the processing of personal data, the legal basis is:

- **Article 6(1)(c) – processing is necessary for compliance with a legal obligation to which the controller is subject.**

Where we are processing special category personal data for purposes related to the commissioning and provision of health services the condition is:

- **Article 9(2)(h) – processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and service;**  
and
- **Article 9(2)(i) – processing is necessary for reasons of public interest in the area of public health, such as protecting against serious cross-border threats to health or ensuring high standards of quality and safety of health care and of medicinal products or medical devices.**

There may be other scenarios where other legal bases are utilised, for further information on this please contact the practice or refer to our main privacy notice which is available upon request or via our website.

## Your Rights

The UK General Data Protection Regulation (UK GDPR) includes a number of rights. We must generally respond to requests in relation to your rights within one month, although there are some exceptions to this.