



Herefordshire General Practice

Taurus Healthcare

# PRIVACY INFORMATION LEAFLET

## How we use your information



**This leaflet explains:**

- **Why we collect information about you and how it is used**
- **Who we may share information with**
- **Your right to see your health records and how we keep your records confidential**



**Providing NHS services**

## **What is a Privacy Notice?**

A privacy notice is a statement that discloses some or all of the ways in which the organisation gathers, uses, discloses and manages a patients' data. It fulfils a legal requirement to protect patients' privacy.

## **Why do we need one?**

To ensure compliance with the General Data Protection Regulation (GDPR), Taurus Healthcare Ltd must ensure that information is provided to patients about how their personal data is processed in a manner which is:

- Concise, transparent, intelligible and easily accessible;
- Written in clear and plain language, particularly if addressed to a child; and
- Free of charge

## **What is the GDPR**

The GDPR replaces the Data Protection Directive 95/46/EC and is designed to harmonise data privacy laws across Europe, to protect and empower all EU citizens' data privacy and to reshape the way in which organisations across the region approach data privacy. The GDPR came into effect on 25 May 2018.

## **How do we communicate our Privacy Notice?**

At Taurus Healthcare Ltd, the organisation's Privacy Notice is displayed on our website, and in writing (by means of this leaflet). We will:

- Inform patients how their data will be used and for what purpose
- Allow patients to opt out of sharing their data, should they so wish

## **What information do we collect about you?**

We aim to provide you with the highest quality of health care. In order to do so, we must keep records about you, your health and the care we have provided or plan to provide to you. These records may include:

- Basic details about you, such as address, date of birth, next of kin
- Contact we have had with you, such as clinical visits
- Details and records about your treatment and care
- Results of x-rays, laboratory tests, etc
- Relevant information from people who care for you and know you well, such as health professionals and relatives

It is good practice for people in the NHS who provide care to:

- Discuss and agree with you what they are going to record about you
- Give you a copy of letters they are writing about you, and
- Show you what they have recorded about you, if you ask

We will only store your information in identifiable form for as long as is necessary and in accordance with the NHS England's Rules.

## **How do we use your information?**

The people who care for you use your records to:

- Provide a good basis for all health decisions made by you and care professionals
- Allow you to work with those providing care
- Make sure your care is safe and effective, and
- Work effectively with others providing you with care

Others may also need to use records about you to:

- Check the quality of care (such as clinical audit)
- Protect the health of the public
- Keep track of NHS spending
- Manage the health service
- Help investigate any concerns or complaints you or your family have about your health care
- Teach health workers, and
- Help with research

Some information will be held centrally to be used for statistical purposes. In these instances, we take strict measures to ensure that individual patients cannot be identified.

We use anonymous information, wherever possible, but on occasions we may use personal confidential information for essential NHS purpose such as research and auditing. However, this information will only be used with **your consent**, unless the law requires us to pass on the information.

## **Maintaining confidentiality**

Everyone working for the NHS has a legal duty to keep information about you confidential.

## **We have a duty to:**

- Maintain full and accurate records of the care we provide to you
- Keep records about you confidential, secure and accurate
- Provide information in a format that is accessible to you (eg in large type if you are partially sighted)

## **We will not** share information that identifies you for any reason, unless:

- You ask us to do so
- We ask, and you give us specific permission
- We must do this by law
- We have special permission for health or research purposes, or
- We have special permission because the interests of the public are thought to be of greater importance than your confidentiality

Our guiding principle is that we are holding your records in **STRICT CONFIDENCE**

## **Who are our partner organisations?**

We may share information with the following main partner organisations:

- NHS England
- Hospital professionals (such as doctors, consultants, nurses etc)
- Other GPs/Doctors
- Specialist Trusts
- Independent contractors such as dentists, opticians, pharmacists
- Any other person who is involved in providing services related to your general healthcare, including mental health professionals
- Private sector providers including pharmaceutical companies to allow for provision of medical equipment, dressings, hosiery etc
- Voluntary sector providers
- Ambulance Trusts
- Clinical Commissioning Groups
- Local authorities
- Social care services
- Education services
- Other 'data processors' e.g. Diabetes UK

We may also share your information, with your consent and subject to strict sharing protocols about how it will be used, with:

- The Police
- Anyone you have given your consent to, to view or receive your record, or part of your record – please note, if you give another person or organisation consent to access your record, we will need to contact you to verify your consent before we release that record. It is important that you are clear and understand how much and what aspects of your record you give consent to be disclosed.
- Private sector
- Herefordshire One Record – Patients in Herefordshire are able to benefit from the sharing of information to better manage their care via the Herefordshire One Record system. This includes sharing: contact details, diagnosis, medications, allergies, test results, referral and letters and care plans between health professionals in Herefordshire.

Anyone who receives information from us also has a legal duty to: **KEEP IT CONFIDENTIAL!**

## Opt-outs

You can choose to opt out of sharing your confidential patient information for research and planning. There may still be times when your confidential patient information is used; for example, during an epidemic where there might be a risk to you or to other people's health. You can also still consent to take part in a specific research project.

Your confidential patient information will still be used for your individual care. Choosing to opt out will not affect your care and treatment. You will still be invited for screening services, such as screening for bowel cancer.

You do not need to do anything if you are happy about how your confidential patient information is used.

If you do not want your confidential patient information to be used for research and planning, you can choose to opt out by using one of the following:

**Online service** (see: <https://www.nhs.uk/your-nhs-data-matters/>)

Patients registering need to know their NHS number or their postcode, as registered at their GP Practice.

**Telephone service:** 0300 303 5678, which is open Monday to Friday between 0900 and 1700 hours.

**NHS App:** For use by patients aged 13 and over (95% of surgeries are now connected to the NHS App). The app can be downloaded from the App Store or Google play.

**“Print and post” registration form** (See:[https://assets.nhs.uk/prod/documents/Manage\\_your\\_choice\\_1.1.pdf](https://assets.nhs.uk/prod/documents/Manage_your_choice_1.1.pdf)): Photocopies of proof of applicant’s name (eg passport, UK driving licence etc) and address (eg utility bill, payslip etc) need to be sent with the application. It can take up to 14 days to process the form once it arrives at NHS, PO Box 884, Leeds, LS1 9TZ

**Getting a healthcare professional to assist patients in prison or other secure settings to register an opt-out choice:** For patients detained in such settings, Guidance is available on NHS Digital and a Proxy form is available to assist in registration.

## Accessing your records

You have a right to access the information we hold about you, and if you would like to access this information, you will need to complete a Subject Access Request (SAR) and provide the relevant personal photographic identification. Please ask for a SAR form and you will be given further information. Furthermore, should you identify any inaccuracies, you have a right to have the inaccurate data corrected.

You have a right to privacy under the General Data Protection Regulation 2016 (GDPR) and the Data Protection Act. The organisation needs your personal, sensitive and confidential data in order to perform our statutory health duties, in the public interest or in the exercise of official authority vested in the controller in compliance with Article 6 (e) of the GDPR and for the purposes of preventative 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 services in compliance with Article 9 (h) of the GDPR.

- You have the right to ask for a copy of all records about you
- Your request should be made to the organisation holding your information
- We are required to respond to you within one month
- You will need to give adequate information (for example full name, address, date of birth, NHS number etc)

Should you have any questions about our privacy policy or the information we hold about you, you can:

- Contact the data controller. Taurus Healthcare Ltd is the data controller for

the data they hold about you

- Write to the data controller at Taurus Healthcare Ltd , Suite 1, Berrow's Business Centre, Bath Street, Hereford HR1 2HE

If you think anything is inaccurate or incorrect, please inform the organisation as soon as possible. For other rights about the use of your information please see our website.

The Data Protection Officer (DPO) for Taurus Healthcare Ltd is Paul Couldrey, PCIG Consulting Ltd and is available via email: [Couldrey@me.com](mailto:Couldrey@me.com) or Telephone 07525 623939

## **Complaints**

If you believe the organisation has breached any of your Data Protection Rights or in the unlikely event that you are unhappy with any element of our data-processing methods, you have the right to lodge a complaint with the ICO, the UK supervisory Authority as below:

**The Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, telephone 0303 123 1113, or via their website: <https://ico.org.uk/>.**

**Herefordshire General Practice/Taurus Healthcare Ltd**  
**Suite 1, Berrow's Business Centre, Bath Street, Hereford HR1 2HE**

**Telephone: 01432 270636**

**[www.taurushealthcare.co.uk](http://www.taurushealthcare.co.uk)**

*We regularly review our privacy policy and any updates will be published on our website to reflect the changes.*

*This policy will be reviewed annually.*

*Last updated: March 2021*