



Privacy notice

This Privacy (or fair processing) notice is to inform you of the type of information (including personal information) that Solent Medical Services holds, how that information is used, who we may share that information with, and how we keep it secure and confidential.

Data Controller

We are Solent Medical Services and act as the controller for your data. Our contact details are:

Solent Medical Services Ltd
Newtown Clinic
24-26 Lyon Street
Southampton
SO14 0LX

Phone: 023 8029 6040

Fax: 023 8023 3017

E-mail: solent.medical-information@nhs.net

Security of information

Confidentiality affects everyone: SMS collects, stores and uses personal data every day, such as medical records, personal records and computerised information.

We take our duty to protect your personal information and confidentiality very seriously and we are committed to taking all reasonable measures to ensure the confidentiality and security of personal data for which we are responsible.

At SMS Board level, we have appointed a Senior Information Risk Owner who is accountable for the management of all information assets and any associated risks and incidents, and a Caldicott Guardian who is responsible for the management of patient information and patient confidentiality. They are supported by the Information Governance Manager, Information Governance Asset owner and Information Governance Administrator.

Why do we collect information about you?

The doctors, nurses and team of healthcare professionals caring for you keep records about your health and any treatment and care you receive from SMS. These records help to ensure that you receive the best possible care. They may be written down in paper records or held on computer.

These records may include:

- Full name and personal details including contact information, such as your home address, email and home and mobile telephone number.
- Your date of Birth and NHS number

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- Contact we have had with you such as appointments or clinic visits.
- Previous Medical History
- Notes and reports about your health, treatment and care.
- Results of laboratory tests.
- Relevant information from people who care for you and know you well such as health professionals and relatives.

It is essential that your details are accurate and up to date. Always check that your personal details are correct when you visit us and please inform us of any changes as soon as possible.

How your personal information is used

Your records are used to direct, manage and deliver the care you receive to ensure that we process your data in accordance with GDPR Principle 6 1e. Processing is necessary for the performance of a task carried out in the public interest or exercise of official authority vested in the controller.

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 services on the basis of Union or Member State law or pursuant to contract with a health professional

The doctors, nurses and other healthcare professionals involved in your care have accurate and up to date information to assess your health and decide on the most appropriate care for you.

Healthcare professionals only have the information they need to be able to assess and improve the quality and type of care you receive.

Your concerns can be properly investigated if a complaint is raised.

We retain your records in line with the Records Management code of practice. <https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/records-management-code-of-practice-for-health-and-social-care-2016>

The NHS code of Confidentiality

The NHS code of Confidentiality is our commitment that we will use records about you in ways that respect your rights and promote your health and wellbeing.

Everyone working for the NHS has a legal duty to keep information out you confidential. The information we hold about you, whether in paper or electronic form is therefore protected from unauthorised access.

All our staff are required to protect your information, inform you of how your information will be used and allow you to decide if and how your information can be shared. All our staff receive annual training on how to do this.

Appropriate information is available if you see another doctor, or are referred to a specialist or another part of the Service.

We may use your information for a number of reasons not directly associated with your care. In all such cases, any information that could identify you will be removed. For instance it would be used to review the care we provide to:

- ensure our services can meet patient's needs and is of the highest standard and quality.
- prepare statistics on NHS performance.
- to carry out clinical audits

Who do we share personal information with?

Everyone working within SMS has a legal duty to keep information about you confidential. Similarly, anyone who receives information from us has a legal duty to keep it confidential.

Where necessary, we will share information with the following main partner organisations:

- Other NHS Trusts and hospitals that are involved in your care.
- NHS England, Clinical Commissioning Groups, and Strategic Health Authorities. The data we send to these organisations cannot be traced to individual patients.
- General Practitioners (GPs).
- Ambulance Services.

You may also be receiving care from other non NHS organisations, for example Social Care Services. We will need to share some information about you with them so we can all work together for your benefit if they have a genuine need for it. We will also share your information, subject to strict agreement about how it will be used and with your permission with Voluntary and private sector providers working with the NHS.

We will not disclose your information to any other third parties without your permission unless there are exceptional circumstances, such as if the health and safety of others is at risk or if the law requires us to pass on information. In those exceptional circumstances, permission to share must be given by our Caldicott Guardian.

Your Rights

You have the Right to rectification meaning that if you are aware of a mistake in the information held on you then contact the service you supplied your information to for rectification of your record.

Your Right to erasure means you have the right to 'be forgotten' unless there is an overriding legal requirement to retain the information held on you. It is a statutory responsibility for the NHS to retain a record of Health care events; i.e. a medical record. All Health related records are held in line with the NHS Records Management Code of Practice 2016 retention schedules unless otherwise stated.

You have the Right to restrict processing or suppress the use of your personal data. However, it is a statutory responsibility for the NHS to retain a record of Health care events; i.e. a medical record.

You have the right to object to processing of your personal information in certain circumstances

You have the right to ask that we transfer your personal information you gave us to another organisation or to you, in certain circumstances

If you wish to discuss the content of your medical record then please contact us.

Subject Access Request – your right to access your records

The General Data Protection Regulation 2018 gives you the right to access the information we hold about you. Requests can be made verbally, electronically or in writing. We would recommend that requests are submitted in writing to ensure that we provide you with all the information you have requested. A Subject Access Information Request form is available on request and can also be found on our website:

Chief Operating Officer
Solent Medical Services
Newtown Clinic
24-26 Lyon Street
Southampton
SO14 0LX

We will not charge for complying with your request unless it is deemed to be excessive. In these circumstances, we will give you reasonable notice of the potential cost before we proceed with the request.

We will respond to your request within 30 days. However, this may need to be extended to 2 months if the request is particularly complex

National Data Opt Out

Whenever you use a health or care service, such as attending Accident and Emergency or using Community Care services, important information about you is collected in a patient record for that service. Collecting this information helps to ensure you get the best possible care and treatment.

The information collected about you when you use these services can also be used and provided to other organisations for purposes beyond your individual care, for instance to help with:

- improving the quality and standards of care provided
- research into the development of new treatments
- preventing illness and diseases
- monitoring safety
- planning services

This may only take place when there is a clear legal basis to use this information. All these uses help to provide better health and care for you, your family and future generations. Confidential patient information about your health and care is only used like this where allowed by law.

Most of the time, anonymised data is used for research and planning so that you cannot be identified in which case your confidential patient information isn't needed.

You have a choice about whether you want your confidential patient information to be used in this way. If you are happy with this use of information you do not need to do anything. If you do choose to opt-out your confidential patient information will still be used to support your individual care.

To find out more or to register your choice to opt out, please visit [Your NHS Data Matters](#)

On this web page you will:

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- See what is meant by confidential patient information
- Find examples of when confidential patient information is used for individual care and examples of when it is used for purposes beyond individual care
- Find out more about the benefits of sharing data
- Understand more about who uses the data
- Find out how your data is protected
- Be able to access the system to view, set or change your opt-out setting
- Find the contact telephone number if you want to know any more or to set/change your opt-out by phone
- See the situations where the opt-out will not apply.

You can also find out more about how patient information is used at:

NHS Health Research Authority (which covers health and care research);

Understanding Patient Data (which covers how and why patient information is used, the safeguards and how decisions are made)

You can change your mind about your choice at any time.

Data being used or shared for purposes beyond individual care does not include your data being shared with insurance companies or used for marketing purposes and data would only be used in this way with your specific agreement

Freedom of Information

The Freedom of information Act 2000 provides any person with the right to obtain information held by SMS, subject to a number of exemptions.

Financial Validation

We will use limited information about individual patients when validating invoices received for your healthcare, to ensure that the invoice is accurate and genuine. This will be performed in a secure environment and will be carried out by a limited number of authorised staff.

Complaints / Appeals

In the event that you believe SMS has not complied with the General Data Protection Regulation, either, in responding to a Subject Access Request or in the way we have processed your personal information, you have the right to make a complaint by contacting SMS at the following address:

Data Protection Officer
Solent Medical Services Ltd
Newtown Clinic
24-26 Lyon Street
Southampton
SO14 0LX
Phone: 023 8029 6040
Fax: 023 8023 3017
E-mail: solent.medical-information@nhs.net

You also have the right to complain or raise your concerns with the Information Commissioner by writing to:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Phone: 01625 545700
Website: www.ico.gov.uk