

Stockwood Medical Centre



Easy read Privacy Notice

September 2024

Who are we?

We, at **Stockwood Medical Centre** our address is **Hollway Road, Stockwood, Bristol, BS14 8PT** are a **Data Controller** of your information.

- This means we are responsible for **collecting, storing, and handling your personal and healthcare information** when you register with us as a patient.
- There may be times where we also **process your information.**
- That means we use your information for a particular purpose, we may also be called a **Data Processor.**

We are registered with **the Information Commissioners Office (ICO)** to use information about the people we work with under the Data Protection Act 2018

Our registration number is **Z7369774.**



What information do we collect about you?



Your name



Your address,
where you live



Your phone
number

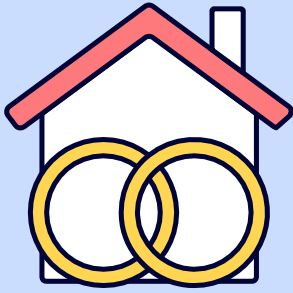


Who is your
family; who
looks after you



Your date of
birth

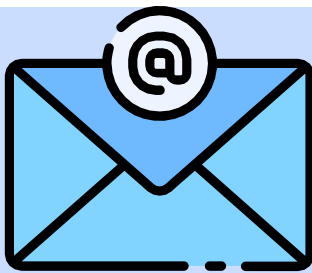
What else might we know about you?



Your marital
status



Your job if you
have one



Your email
address if you
have one



Your religion if
you have one

Who?

What you like
to be called



Where you
were born

How do we keep your information?



Your records are stored on an electronic database system and are protected



Your records may be stored on paper file, also kept safe



All staff at the practice must keep your information safe

Some information we keep about you may be sensitive



Your patient
health
records are
sensitive



Any
safeguards
that you have
in place to
protect you

Why are we using your information?



To give to other people who are treating you



To make things better for you at your medical practice



To share with people organising your care for medical research purpose

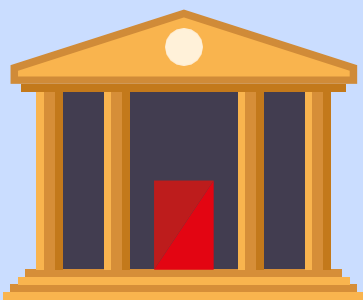
To follow the law, we sometimes need to share your information if...



If the **police** require information as part of a criminal investigation



Information might be required by law **due to fraud**



If there is a **court order**



If the Care Quality Commission **CQC** require it **during an inspection**

To comply with the law, we must...



To follow the Data and the Common Law Duty of Confidentiality



Keep your records safe



Only authorized members of staff can access your records and are part of caring for you



Always keep our records confidential and secure

Why do we share information and under what conditions?



To tell you how personal information will be used



We need to have a legal reason for using your information without asking you first



Sometimes your information will be used using your name without your consent

Who do we share information with?



Ambulance
Services



Public Health
England

Public Health
England and
other NHS Trusts



General
practitioners
(GPs)

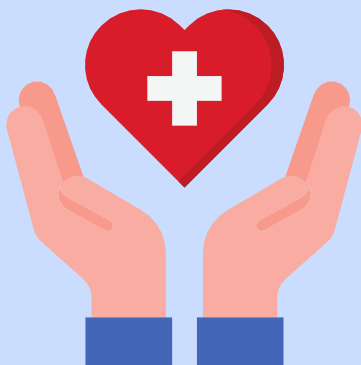
Who else, do we share information with?



NHS England



Social Services or private care homes to help them give you the best support.



Primary Care Agencies

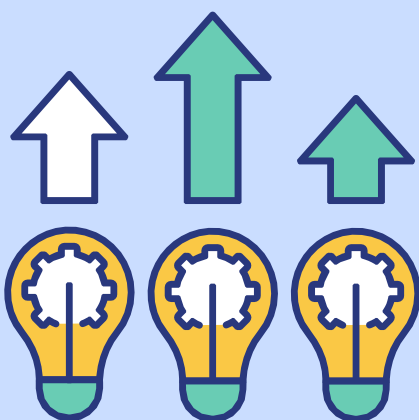
What does the National data opt-out mean for you?



Information about you is collected when using our services



Your collected information can be used and provided to other organisations



Collected information will improve the quality and standards of care provided to you and others



You have choice
whether to use your
confidential
information to be used



Use of your
confidential patient
information about
your health and care is
only when allowed by
law



Anonymised data is
used for research and
planning so that you
cannot be identified



If you choose to opt out,
your confidential
information will only be
used to support your
care

What are your rights?

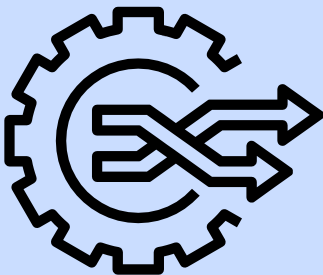
Under UK law The Data Protection Act and GDPR you can...



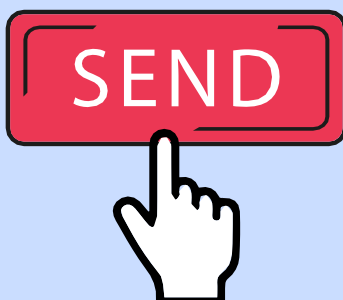
Tell us not to share your information if you really do not want us to, unless if it is required by law



Ask us to give you a copy of your records, this is called a Rights of Access request



Ask us to change any information if they are wrong or incorrect



Ask for copies of your documents to other organizations if requested

If you are unhappy, who do you talk to?

You can speak to our **Data Protection Officer:**

Lucy Hunt

Stockwood Medical Centre, Hollway Road,
Stockwood, Bristol, BS14 8PT

Telephone: **01275 833103**

Email: **bnssg.stockwood.medicalcentre@nhs.net**

[www.stockwood medical centre.co.uk](http://www.stockwoodmedicalcentre.co.uk)

OR

The information Commissioners Office

Call the helpline on **0303 123 1113**

<https://ico.org.uk/make-a-complaint/>

Privacy Notice Next review September 2025