

# Murrayfield Medical Practice

## General Data Protection Regulation – Privacy Statement

### **BACKGROUND**

The General Data Protection Regulation (GDPR) comes in to force on 25 May 2018, superseding the current Data Protection Act (1998).

Under the terms of the new GDPR, a privacy notice is required to explain to patients what personal data is held about them and how it is collected and processed.

Data Controller:	The Practice Manager Murrayfield Medical Practice 13b Riversdale Crescent, Edinburgh, EH12 5QX
Data Protection Officer:	Dr A Hamill GP Partner Murrayfield Medical Practice 13b Riversdale Crescent, Edinburgh, EH12 5QX

### **HOW WE OBTAIN YOUR PERSONAL DATA**

#### **Information provided by you**

You provide us with personal data on your registration form when you register with the practice, via online registration for prescription services and over the telephone. This includes your name, address, date of birth, landline phone number, mobile phone number and e-mail address.

We may also keep information contained in any correspondence or conversations you may have with us.

#### **Information collected from other sources**

By registering with Murrayfield Medical Practice, you consent to your medical history from your previous practice(s) being sent to the practice. The provision of this information is essential in order that we can deliver personal care and medical treatment.

We often obtain information from hospitals, pharmacies and other medical practitioners to whom you will already have submitted your personal data.

### **How we use your personal data**

The reception team use your information to make appointments for you, to generate prescriptions, to electronically file hospital and clinic records, and to provide test results as requested by you. The reception team will only access your medical information on a “need to know” basis in order to perform their duties.

The clinical team use your information to provide you with care and medical treatment.

Murrayfield Medical Practice undertake at all times to protect your personal data in a manner which is consistent with the practice team’s duty of confidentiality and the requirements of the General Data Protection Regulation. We will also take all reasonable measures to protect your personal data stored in paper files and on our electronic system.

### **Sharing information**

We will keep information about you confidential and will only disclose any information with third parties if it is in your interests to do so and when we are sure that the party with whom we are sharing information is a medical practitioner with whom you have already shared personal information. For example, we might give your mobile phone number to a hospital which wishes to contact you about an appointment which has been made for you.

With your written or verbal consent, we will share information about you with a carer or other family member.

Information shared with solicitors and insurance companies is only done so when we are sure you have given your consent.

Information will be shared with legal agencies and the police on production of a court order or if by not doing so the practice would be breaking the law.

### **How long do we keep this information about you?**

We will keep your paper and electronic (hospital/clinic) records as long as you are a patient at Murrayfield Medical Practice. If you leave the practice, these will be returned to the Health Board for forwarding to your new practice. The practice will retain information held on its clinical system relating to consultations, immunisations, medical history and prescribing, but this information will be archived.

### **PATIENT (DATA SUBJECT) RIGHTS**

## **Right to be informed**

This privacy notice informs you of your rights.

## **Right of access**

The General Data Protection Regulation (GDPR) grants you the right to access particular personal data which we hold about you. This is referred to as a subject access request. We will respond promptly and at least within **one calendar month** from the date of receiving the request and all necessary information in writing from you.

## **Right to rectification**

If considered appropriate, a retrospective entry can be made by a clinician if you have concerns regarding the accuracy of your clinical record. You will also have the right to have incomplete personal data completed, if necessary by providing a signed and dated supplementary statement. We will respond to the request for rectification at least within **one calendar month**.

## **Right to erasure**

You have the right to request erasure of personal information concerning you if this is no longer relevant.

## **Right to restrict processing**

Subject to exemptions, you will have the right to obtain from us restriction of processing if:

- (a) The accuracy of the personal information is contested by you.
- (b) We no longer need the personal information for the purpose of delivering personal care and medical treatment

## **Right to object**

You have the right to object to processing of your data for direct marketing or for the purposes of scientific/historical research and statistics.

## **Right of data portability**

We can respond to a request from you for the supply of your personal information in an electronic format, which you then have the right to transmit elsewhere.

## **Rights in relation to automated decision**

Patients have the right not to be subject to a decision based on automated processing. Patients have the right to (a) obtain human intervention, (b) express their point of view, and (c) obtain an explanation of the decision and challenge it.

## **Invoking your rights**

If you would like to invoke any of the above data subject rights with the practice, please write to the Practice Manager, Murrayfield Medical Practice, 13b Riversdale Crescent, Edinburgh, EH12 5QX.

## **IMPORTANT INFORMATION**

### **Questions and queries**

If you have any questions or queries which this privacy policy has not addressed, or if you have any concerns about how we use the personal information we hold, please write to the Practice Manager, Murrayfield Medical Practice, 13b Riversdale Crescent, Edinburgh, EH12 5QX.

### **Complaints**

If you have a complaint regarding the use of your personal information, please write to the Practice Manager, Murrayfield Medical Practice, 13b Riversdale Crescent, Edinburgh, EH12 5QX.

If you remain unhappy with the Practice's response, you can complain to the Information Commissioner Office [www.ico.gov.uk](http://www.ico.gov.uk)