

Privacy Notice

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Who we are

Newcastle Premier Health (NPH GROUP) are a leading provider of independent health services in Newcastle and the North East. Offering the highest quality primary medical services, including comprehensive occupational health advice, private health care consultations, health screenings and a dedicated travel clinic.

Our service offers dedicated time, convenience and continuity of care for individuals, families or organisations.

What is a privacy notice?

A Privacy Notice is a statement by NPH GROUP to patients, service users, visitors, public and staff that describes how we collect, use, retain and disclose personal information which

we hold. It is sometimes also referred to as a Privacy Statement, Fair Processing Statement or Privacy Policy. This privacy notice is part of our commitment to ensure that we process your personal information/data fairly and lawfully.

Why issue a privacy notice?

Newcastle Premier Health recognises the importance of protecting personal and confidential information in all that we do and takes care to meet its legal and regulatory duties. This notice is one of the ways in which we can demonstrate our commitment to our values and being transparent and open, and commitment to our values of Accountability, acting with Integrity, demonstrating Care and Passion and striving for Quality in all we do.

This notice also explains what rights you have to control how we use your information.

We recognise that all individuals have:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling.

What are we governed by?

The key pieces of legislation/guidance we are governed by are:

- General Data Protection Regulations (GDPR)
 - post 25th May 2018
- Human Rights Act 1998 (Article 8)
- Access to Health Records Act 1990
- Freedom of Information Act 2000
- Health and Social Care Act 2012, 2015
- Public Records Act 1958
- Computer Misuse Act 1990
- The Common Law Duty of Confidentiality
- The Care Record Guarantee for England
- International Organisation for Standardisation (ISO)
- Information Security Management
 - NHS Code of Practice

- Records Management
 - Code of Practice for Health and Social Care 2016
- Accessible Information Standards (AIS)

Who are we governed by?

- Department of Health - <https://www.gov.uk/government/organisations/department-of-health>
- Information Commissioner's Office - <https://ico.org.uk/>
- Care Quality Commission - <http://www.cqc.org.uk/>
- NHS England - <https://www.england.nhs.uk/>
- Public Health England - <https://www.gov.uk/>

Our doctors, nurses, healthcare professionals are regulated and governed by professional bodies including numerous royal colleges.

Why and how we collect information

We may ask for or hold personal confidential information about you which will be used to support delivery of appropriate care and treatment. This is to support the provision of high quality care.

These records may include

- Basic details, such as name, address, date of birth, next of kin.
- Contact we have had, such as appointments and telephone consultations.
- Details and records of treatment and care, including notes and reports about your health
- Results of x-rays, blood tests, etc.
- Information from people who care for you and know you well, such as health professionals and relatives.

It may also include personal sensitive information such as sexuality, race, your religion or beliefs, and whether you have a disability, allergies or health conditions. It is important for us to have a complete picture, as this information assists staff involved in your care to deliver and provide improved care, deliver appropriate treatment and care plans, to meet your needs.

Information is collected in a number of ways, via your healthcare professional, referral details from you're your employer (where applicable) or directly given by you.

How we use information

- To help inform decisions that we make about your care.
- To ensure that your treatment is safe and effective.
- To work effectively with other organisations who may be involved in your care.
- To support the health of the general public.
- To ensure our services can meet future needs.
- To review care provided to ensure it is of the highest standard possible.
- To train healthcare professionals.
- For research and audit.
- To prepare statistics on performance.

There is huge potential to use your information to deliver care and improve our health and care services. The information can be used to help:

- Improve individual care.
- Understand more about disease risks and causes.
- Improve diagnosis.
- Develop new treatments and prevent disease.
- Plan services.
- Improve patient safety.

It helps you because;

- Accurate and up-to-date information assists us in providing you with the best possible care.
- If you see another healthcare professional or specialist they can readily access the information they need to provide you with the best possible care.
- Where possible, when using information to inform future services and provision, non-identifiable information will be used.
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How information is retained and kept safe?

Information is retained in secure electronic and paper records and access is restricted to only those who need to know.

It is important that information is kept safe and secure, to protect your confidentiality. There are a number of ways in which your privacy is shielded; by removing your identifying information, using an independent review process, adhering to strict contractual conditions and ensuring strict sharing or processing agreements are in place.

GDPR regulates the processing of personal information. Strict principles govern our use of information and our duty to ensure it is kept safe and secure. Newcastle Premier Health is registered with the Information Commissioners Office (ICO). Details of our registration can be found on <https://ico.org.uk/esdwebpages/search> Enter our registration number (Z3160611) and click 'search register'.

Technology allows us to protect information in a number of ways, in the main by restricting access. Our guiding principle is that we are holding your information in strict confidence.

How do we keep information confidential?

Everyone working for Newcastle Premier Health is subject to the Common Law Duty of Confidentiality and GDPR. Information provided in confidence will only be used for the purposes to which you consent to, unless there are other circumstances covered by the law.

Under the Confidentiality Code of Conduct, all staff are required to protect information, inform you of how your information will be used and allow you to decide if and how your information can be shared. This will be noted in your records.

All NPH GROUP staff are required to undertake annual training in data protection, confidentiality, IT/cyber security, with additional training for specialist, such as healthcare records, and data protection officers.

How long will records be retained

The lifecycle of a document shall be determined at point of creation. This shall be in accordance with the retention periods set out in the Records Management NHS Code of Practice or any other statutory retention regulations which NPH GROUP have adopted.

NPH GROUP will only retain records as long as there is a legal obligation to do so. Unless agreed for extended preservation, all records will therefore be securely destroyed on expiry of minimum retention periods.

Who will the information be shared with?

To provide best care possible, sometimes we will need to share information about you with others. We may share your information with a range of Health and Social Care

organisations and regulatory bodies. You may be contacted by any one of these organisations for a specific reason; they will have a duty to tell you why they have contacted you. Information sharing is governed by specific rules and law.

For your benefit, we may also need to share information from your records with both NHS and non-NHS organisations, from whom you are also receiving care or support, such as social services, private healthcare organisations or your employer. However, we will not disclose any health information to third parties without your explicit consent, unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires the disclosure of information. We may also be asked to share basic information about you, such as your name and parts of your address, which does not include sensitive information from your health records.

Generally, we would only do this to assist them to carry out their statutory duties (such as usages of healthcare services, public health or national audits). In these circumstances, where it is not practical to obtain your explicit consent, we are informing you through this notice, which is referred to as a Privacy Notice, under the GDPR.

We will never disclose any clinical information about you to anyone without your consent.

Where patient information is shared with other NHS or non-NHS organisations, information sharing agreements are in place to ensure information is shared in a way that complies with relevant legislation.

Non-NHS organisations may include, but are not restricted to: social services, education services, local authorities, the police, voluntary sector providers, private sector providers or your employer.

You have the right to refuse/withdraw consent to information sharing at any time. We will fully explain the possible consequences to you, which could include delays in you receiving care.

Contacting us about your information

Newcastle Premier Health has a member of the Board who is responsible for protecting the confidentiality of your information and enabling appropriate sharing. This person is known as the Caldicott Guardian. In addition, there is a Governance Group, whose responsibility it is to ensure that requests for information are considered carefully, taking into

account both the rights of individuals but also taking into account any exemptions.

Whilst it is recognised that an individual's rights must be observed at all times, there are exemptions to some organisations such as NPH GROUP due to the nature of the information held. That said, should a request be made in relation to an individual's rights, full consideration will always be given by our Governance Group and a formal response provided.

The right of access

Individuals have the right to access their personal data and supplementary information.

The right of access allows individuals to be aware of and verify the lawfulness of the processing.

The right to rectification

Individuals have a right to have inaccurate personal data rectified or completed if it is incomplete.

An individual can make a request for rectification in writing

Responses must be provided within one calendar month to respond to a request.

In certain circumstances NPH GROUP can refuse a request for rectification.

The right to erasure

The right for individuals to have personal data erased.

The right to erasure is also known as 'the right to be forgotten'.

Individuals can make a request for erasure in writing.

Responses must be provided within one calendar month to respond to a request.

The right is not absolute and only applies in certain circumstances.

The right to restrict processing

Individuals have the right to request the restriction or suppression of their personal data.

This is not an absolute right and only applies in certain circumstances.

When processing is restricted, NPH GROUP is permitted to store the personal data, but not use it.

An individual can make a request for restriction in writing.

Responses must be provided within one calendar month to respond to a request.

The right to data portability

The right to data portability allows individuals to obtain and reuse their personal data for their own purposes across different services.

It allows an individual the right to move, copy or transfer personal data easily from one IT environment to another in a safe and secure way, without affecting its usability.

Doing this enables individuals to take advantage of applications and services that can use this data to find them a better deal or help them understand their spending habits.

The right only applies to information an individual has provided to a controller

The right to object

Individuals have the right to object to:

- Processing based on legitimate interests or the performance of a task in the public interest/exercise of official authority (including profiling);
- Direct marketing (including profiling); and
- Processing for purposes of scientific/historical research and statistics.

If you have any questions or concerns regarding the information we hold on you, the use of your information or would like to discuss further, please contact us as follows:

- By Post: Governance Group,
NPH Group,
Victory House,
Balliol Business Park,
Newcastle upon Tyne,
NE12 8EW
- By Email: info@nph-group.co.uk
- By Website: <https://www.nph-group.co.uk/contact>

Can I access my information?

Under the Data Protection Act 1998 (GDPR) a person may request access to information (with some exemptions) that is held about them by an organisation. For more information on how to access the information we hold about you please contact us in writing using any of the above-mentioned contact methods.

Requests for rectification or erasure of a record or restricting of processing, should also be in writing and sent using any of

the above-mentioned contact methods. Your request will be discussed, and consideration given to the reasons for requesting rectification or erasure of the record.

Contacting us if you have a complaint or concern

We try to meet the highest standards when collecting and using personal information. We encourage people to bring concerns to our attention and we take any complaints we receive very seriously. You can submit a complaint through Newcastle Premier Health Complaints Procedure, which is available by request through our website:

<https://www.nph-group.co.uk>

Or writing to our Quality Assurance Manager at
NPH Group,
Victory House,
Balliol Business Park,
Newcastle upon Tyne,
NE12 8EW

If you remain dissatisfied with the decision following your complaint, you may wish to contact:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Their web site is at www.ico.gov.uk

The Information Commissioner will not normally consider an appeal until you have exhausted your rights of redress and complaint to the Trust.