

PRIVACY NOTICE FOR NHS PATIENTS

INTRODUCTION

This information is for patients who are seen and treated by Global Diagnostics.

During the course of our activities, Global Diagnostics will collect store and process personal information about you as a patient of ours.

We recognise the need to treat patient personal data in a transparent, fair and lawful manner. No personal information held by us will be processed unless the requirements for fair and lawful processing can be met. This Privacy Notice provides a summary of how we will ensure that we do that, by describing:

- The categories of personal data we may handle
- The purpose(s) for which it is being processed
- The person(s)/ organisation(s) it may be shared with

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

IDENTITY AND CONTACT DETAILS OF THE DATA CONTROLLER

The NHS is the Data Controller, Global Diagnostics is the Data Processor, and our Data Protection Officer is committed to protecting the rights of individuals in line with the General Data Protection Regulation (GDPR).

CONTACT DETAILS OF GLOBAL DIAGNOSTICS DATA PROTECTION OFFICER

Global Diagnostics has a Data Protection Officer who can be contacted through IG@globaldiagnostics.co.uk

WHAT INFORMATION DO WE COLLECT ABOUT YOU?

In order to carry out our activities and obligations as a provider of healthcare we handle personal and special categories data in relation to:

- Contact details such as names, addresses, telephone numbers
- Other details such as Date of Birth and email addresses.
- Emergency contact(s)
- Personal demographics (including gender, race, ethnicity, sexual orientation, religion)
- Medical information including physical health

HOW WILL YOUR INFORMATION BE USED?

Global Diagnostics will use for information to:

- Review the care we provide to ensure it is of the highest standard and quality, e.g. through audit or service improvement
- Ensure our services can meet patient needs in the future
- Investigate patient queries, complaints and legal claims
- Ensure Global Diagnostics Ltd receives payment for the care you receive
- Prepare statistics on performance for the NHS

WHAT IS OUR LEGAL BASIS FOR PROCESSING YOUR PERSONAL DATA?

For processing to be lawful under the GDPR, Global Diagnostics will identify a lawful basis before we process personal data. We determine the lawful basis for processing personal data and document this. The Data Protection Officer holds this document. The lawful basis for processing your data will be under our contract obligations with the NHS or legal obligation.

More information relating to conditions for processing can be found on the ICO's website or by contacting Global Diagnostics Data Protection Officer.

WHO RECEIVES YOUR INFORMATION?

In order to comply with our obligations as a service provider we may need to share your information as follows:

Sharing information with NHS organisations

We share your personal information with NHS organisations. For example, we may share your information for healthcare purposes with health authorities, other NHS trusts and consultants.

Information sharing with non-NHS organisations

We may need to share information from your health records with other non-NHS organisations from which you are also receiving care, such as private sector providers. 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 it.

We may also be asked by other statutory bodies to share basic information about you, such as your name and address, but not sensitive information from your health records. This would normally be to assist them to carry out their statutory duties. 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 General Data Protection Regulation.

These non-NHS organisations may include, but are not restricted to:

- Social Services
- Education services
- Local authorities
- The police
- Voluntary sector providers
- Private sector providers

ANY TRANSFERS TO THIRD COUNTRIES AND THE SAFEGUARDS IN PLACE

Global Diagnostics will not transfer any data outside of the EU.

HOW LONG WILL YOUR INFORMATION BE HELD

Global Diagnostics will only retain information for as long as necessary. Records are maintained in line with the Records Management Code of Practice for Health and Social Care 2016 and Global Diagnostics CORP 010 Records Management and Life Cycle Policy which determines the minimum length of time records should be kept.

See <https://www.gov.uk/government/publications/records-management-code-of-practice-for-health-and-social-care>

WHAT ARE YOUR RIGHTS

Under certain circumstances, you have a right to access your personal information, to object to the processing of your personal information, to rectify, to erase, to restrict and to transfer your personal information.

Any requests or objections should be made in an email to the Global Diagnostics Data Protection Officer: - Email IG@globaldiagnostics.co.uk

SECURITY OF YOUR 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, whether computerised or on paper.

All Global Diagnostics staff are required to undertake annual IG training and are provided with a GDPR briefing guidance document that they are required to read, understand and agree to adhere to. The guidance ensures that staff are aware of their IG responsibilities and follow best practice guidelines ensuring the necessary safeguards for, and appropriate use of person-identifiable and confidential information.

Everyone working for Global Diagnostics is subject to the Common Law Duty of Confidence. Information provided in confidence will only be used for the purposes advised and consented to by the service user, unless it is required or permitted by the law.

HOW TO MAKE A COMPLAINT

If you are unhappy with the way in which your personal data has been processed you may in the first instance contact Global Diagnostics Data Protection Officer using the contact details above.

If you remain dissatisfied then you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: -

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

www.ico.org.uk