

This Privacy Notice will explain how Fforestfach Medical Centre uses your personal data.

Fforestfach Medical Centre is the controller for personal information processed. The practice is committed to protecting your personal information and respecting your privacy. We have a legal duty to explain how we use personal information about you at the practice.

## What Information do we collect about you?

We will collect information about you and your health as well as health care services you have received. This will include personal information such as your NHS number, name, address, contact information, date of birth, and next of kin.

We will also collect sensitive personal information about you (also known as special category data) which includes information relating to your health (appointment visits, treatment information, test results, X-rays, or reports), as well as information relating to your sexual orientation, race or religion.

All the above information we collect and hold about you forms part of your medical record and is primarily held to ensure you receive the best possible care and treatment.

We may also collect your personal image on surgery CCTV when you attend the practice premises.

## How is your personal data collected?

The information we hold is collected through various routes; these may include:

- Direct interactions with you as our patient, when you register with us for care and treatment, during consultations with practice staff and when you subscribe to services for example, newsletters, text messaging, telephone recordings and creating an account for online services.
- Indirectly from other health care providers, when you attend other organisations providing health or social care services for example, out of hours GP appointments or visits to A&E and some interactions with Social Care, they will let us know so that your GP record is kept up to date.
- Through wearable monitoring devices such as blood pressure monitors.
- When your image is captured on practice CCTV Cameras.

## How do we use your information?

The Information we collect about you is primarily used for your direct care and treatment but may also be used for:

- The management of healthcare services
- Participation in national screening programmes
- National data collection requirements
- Medical research and clinical audit
- Legal requirements
- Security and safety of our staff and premises

## Partners we may share your information with

We may share your information, subject to agreement on how it will be used, with the following organisations:

- NHS Trusts/Foundation Trusts/Health Boards
- Other GPs within our cluster
- Out of hours providers
- Diagnostic or treatment centres
- Independent Contractors such as dentists, opticians, pharmacists
- Private Sector Providers
- Ambulance Trusts
- Social Care Services
- Digital Health and Care Wales
- NHS Wales Shared Services Partnership (NWSSP)
- Legal and Risk Services
- Health and Care Research Wales
- Public Health Wales
- Healthcare Quality and Improvement Partnership
- Local Authorities
- Education Services
- Fire and Rescue Services
- Police & Judicial Services
- Voluntary Sector Providers

We may also use external third-party companies (data processors) to process your personal information. These companies will be bound by contractual agreements to ensure information is kept confidential and secure. This means that they cannot do anything with your personal information unless we have instructed them to do it. They will not share your personal information with any organisation apart from us. They will hold it securely and retain it for the period we instruct.

We will not share your information with any third parties for the purposes of direct marketing.

The Practice will only use and share your information where there is a legal basis to do so.

## Our legal basis for processing your personal data

The legal bases for most of our processing relates to your direct care and treatment:

- **Article 6(1)(e) – processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.**

Where we have a specific legal obligation that requires the processing of personal data, the legal basis is:

- **Article 6(1)(c) – processing is necessary for compliance with a legal obligation to which the controller is subject.**

Where we process special category data, for example data concerning health, racial or ethnic origin or sexual orientation, we need to meet an additional condition in the UK General Data Protection Regulation (UK GDPR). Where we are processing special category data for purposes related to the commissioning and provision of health services the condition is:

- **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 service; or**
- **Article 9(2)(i) – processing is necessary for reasons of public interest in the area of public health, such as protecting against serious cross-border threats to health or ensuring high standards of quality and safety of health care and of medicinal products or medical devices.**

The Practice may process your personal data for the purposes of research, in such circumstances our legal basis for doing so will be:

- **Article 6 (1)(e) – processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.**

Where we process special category data for research purposes the legal basis for doing so is:

- **Article 9 (2)(a) – you have provided your explicit consent**
- **Article 9(2)(j) – processing is necessary for scientific or historical research purposes or statistical purposes.**

Where the Practice relies on your consent for the processing, you have the right to withdraw consent at any time.

The Practice may also process personal data for the purpose of, or in connection with, legal proceedings (including prospective legal proceedings), for the purpose of obtaining legal advice, or for the purpose of establishing, exercising or defending legal rights. Where we process personal data for these purposes, the legal basis for doing so is:

- **Article 6(1)(e) – processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller; or**
- **Article 6(1)(c) – processing is necessary for compliance with a legal obligation to which the controller is subject**

Where we process special category data for these purposes, the legal basis for doing so is:

- **Article 9(2)(f) – processing is necessary for the establishment, exercise or defence of legal claims; or**
- **Article 9(2)(g) – processing is necessary for reasons of substantial public interest.**

In rare circumstances we may need to share information with law enforcement agencies or to protect the wellbeing of others for example to safeguard children or vulnerable adults. In such circumstances the legal basis for sharing information is:

- **Article 6(1)(c) – processing is necessary for compliance with a legal obligation to which the controller is subject; or**
- **Article 6(1)(d) - processing is necessary to protect the vital interest of the data subject or another natural person; or**
- **Article 6(1)(e) – processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.**

Where we share special category data for the purposes of safeguarding, the legal basis for doing so is:

- **Article 9(2)(g) - processing is necessary for reasons of substantial public interest; Data Protection Act 2018 S10 and Schedule 1, Paragraph 18 ‘Safeguarding of children and individuals at risk’**

## **Retention of your Personal Information / Storing your Information**

We are required by UK law to keep your information and data for a defined period, often referred to as a retention period. The Practice will keep your information in line with the practice records management policy.

## **How to Contact us**

Please contact the practice if you have any questions about our privacy notice or information we hold about you via the below methods:

**Fforestfach Medical Group (Sartori / Bensusan)**

01792 581666

kath.morgan@wales.nhs.uk

## Contact Details of our Data Protection Officer

The Practice is required to appoint a data protection officer (DPO). This is an essential role in facilitating practice accountability and compliance with UK Data Protection Law.

### Our Data Protection Officer is:

Digital Health and Care Wales,  
Information Governance, Data Protection Officer Support Service  
4th Floor, Tŷ Glan-yr-Afon  
21 Cowbridge Road East  
Cardiff  
CF11 9AD  
Email: [DHCWGMPDPO@wales.nhs.uk](mailto:DHCWGMPDPO@wales.nhs.uk)

## Your Rights

The UK GDPR includes several rights. We must generally respond to requests in relation to your rights within one month, although there are some exceptions to this.

The availability of some of these rights depends on the legal basis that applies in relation to the processing of your personal data, there are some circumstances in which we may not uphold a request to exercise a right.

Your rights and how they apply are described below:

### Right to be Informed

Your right to be informed is met by the provision of this privacy notice, and similar information when we communicate with you directly – at the point of contact.

### Right of Access

You have the right to obtain a copy of personal data that we hold about you and other information specified in the UK GDPR, although there are exceptions to what we are obliged to disclose.

The Practice may not provide information where an appropriate health professional has determined that disclosure would be likely cause serious harm to the physical or mental health of you or others.

### Right to Rectification

You have the right to ask us to rectify any inaccurate data that we hold about you.

### Right to Erasure (right to be forgotten)

You have the right to request that we erase personal data about you that we hold. This is not an absolute right, and depending on the legal basis that applies, we may have overriding legitimate grounds to continue to process the data.

### Right to Restriction of Processing

You have the right to request that we restrict the processing of the personal data about you that we hold. You can ask us to do this for example where you contest the accuracy of the data.

### Right to Data Portability

This right is only available where the legal basis for processing under the UK GDPR is consent, or for the purposes of a contract between you and the Practice. For this to apply the data must be held in electronic form. The right is to be provided with the data in a commonly used electronic format.

## **Right to Object**

You have the right to object to processing of personal data about you at any time. The right is not absolute, and we may continue to use the data if we can demonstrate compelling legitimate grounds, unless your objection relates to marketing.

## **Rights in relation to automated individual decision-making including profiling**

You have the right to object to being subject to a decision based solely on automated processing, including profiling. Should we perform any automated decision-making, we will record this in our privacy notice, and ensure that you have an opportunity to request that the decision involves personal consideration.

## **Right to complain to the Information Commissioner**

You have the right to complain to the Information Commissioner if you are not happy with any aspect of the Practices processing of personal data or believe that we are not meeting our responsibilities as a data controller. The contact details for the Information Commissioner are:

### **Information Commissioner's Office**

Wycliffe House

Water Lane,

Wilmslow SK9 5AF

Website: [www.ico.org.uk](http://www.ico.org.uk)

Tel: 0303 123 1113

Email: [wales@ico.org.uk](mailto:wales@ico.org.uk)