

GENERAL PRIVACY NOTICE

23 April 2026

The Southgate Surgery

270 Chase Side, Southgate, London, N14 4PR

Tel: 020 8440 9301

Email: nclib.southgatesurgery1@nhs.net

Website: www.thesouthgatesurgerynorthlondon.nhs.uk

DATA CONTROLLER FOR NCL GPs

Mr Steve Durbin

Tel: 020 8142 3936 / 07976 271 559

Email: Dpo.Ncl@nhs.net

1. INFORMATION WE COLLECT FROM YOU

Personal information is any information that can be used to identify a living person eg date of birth, email, NHS number. The information we collect from you will include:-

- a) Your contact details (such as your name, date of birth, and email address, including place of work and work contact details)
- b) Details and contact numbers of your next of kin
- c) Your age range, gender, ethnicity
- d) Details in relation to your medical history
- e) The reason for your visit to the Surgery
- f) Medical notes and details of diagnoses and consultations with our GPs and other health professionals within the Surgery involved in your direct healthcare

2. HOW WE RECEIVE PERSONAL INFORMATION ABOUT YOU AND WHY WE HAVE IT

We also collect personal information about you when it is sent to us from the following:-

- a) Hospital, a Consultant or any other medical or healthcare professional, or any other person involved with your general healthcare
- b) Insurance companies
- c) Solicitors
- d) Any other third parties

Please note: if you give another person or organisation consent to access your record, eg a Solicitor or insurance company, we will need to receive from them a copy of your signed consent before we release that record. It is important that you are clear and understand how much and what aspects of your record you give consent to be disclosed. You can withdraw your consent to provide information to a third party at any time by contacting us directly.

3. WHO WE MAY PROVIDE YOUR PERSONAL INFORMATION TO, AND WHY

Whenever you use a health or care service eg attending Accident & Emergency or using Community Care Services, important information about you is collected to help ensure you receive the best possible care and treatment. This information may be passed to other approved organisations where there is a legal basis, to help with planning services, improving care, research into developing new treatments and preventing illness. All of this helps in providing better care to you and your family, and future generations. However, as explained in this Privacy Notice, confidential information about your health and care is only used in this way where allowed by law and would never be used for any other purpose without your clear and explicit consent.

4. WHY WE NEED YOUR INFORMATION

The health care professionals who provide you with care maintain records about your health and any treatment or care you have received previously (eg NHS Trust, GP Surgery, Walk-In Clinic, Out-Of-Hours etc). These records help to provide you with the best possible healthcare.

NHS health records may be electronic, on paper or a mixture of both, and we use a combination of working practices and technology to ensure that your information is kept confidential and secure.

Records which the Practice holds about you may include the following information:-

- your address, details about your carer, legal representative, emergency contact details
- any contact the Surgery has had with you, such as appointments, clinic visits, emergency appointments, etc
- notes and reports about your health
- details about your treatment and care
- results of investigations such as laboratory tests, x-rays etc
- relevant information from other health professionals, relatives or those who care for you

Information may be used within this Practice for clinical audits to monitor the quality of the service provided.

We also use your personal and healthcare information in the following ways:-

- when we need to speak to, or contact other Doctors, Consultants, Nurses or any other medical/healthcare professional or organisation during the course of your diagnosis or treatment or on going healthcare
- when we are required by Law to hand over your information to any other organisation, such as the Police, by court order, Solicitors, or immigration enforcement

We will never pass on your personal information to anyone else who does not need it, or has no right to it, unless you give us clear consent to do so.

However, you may choose to withdraw your consent to personal data being shared for these purposes. If so, you should be aware that this may, in some instances, affect your care as important information about your health might not be available to healthcare staff in other organisations. If this limits the treatment that you can receive, then the Practice staff will explain this to you at the time you object.

5. THIRD PARTIES

We may pass your personal information to the following people or organisations because they may require your information to help them provide your direct healthcare needs. Therefore it may be important for them to be able to access your information so that proper care/services can be delivered to you:-

- Hospital professionals (eg Doctors, Consultant, Nurses etc)
- Other GPs/Doctors
- Pharmacists
- Nurses and other healthcare professionals
- Dentists
- Any other person who is involved in providing services related to your general healthcare, including mental health professionals

6. OTHER PEOPLE TO WHOM WE PROVIDE YOUR INFORMATION

- Clinical Commissioning Groups / Commissioners
- Local authorities
- Community health services
- For the purposes of complying with the law eg Police, Solicitors, Insurance Companies
- Anyone to whom you have given your consent, to view or receive your record, or part of your record

Extended Access – we provide extended access services to our patients, which means you can access medical services outside our normal working hours. In order to provide you with this service, we have formal arrangements in place with the Clinical Commissioning Group and with other Practices so that certain key ‘hub’ Practices offer this service on our behalf for you as a patient to

access outside our opening hours. This means, those key 'hub' Practices will have to have access to your medical record to be able to offer you the service.

Please note: to ensure that those Practices comply with the law, and to protect the use of your information, we have very robust data sharing agreements and other clear arrangements in place, to ensure your data is always protected and used for those purposes only.

7. REASONS FOR SHARING INFORMATION ABOUT YOU

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:-

- **CONTRACT:** We have a contract with NHS England to deliver healthcare services to you. This contract provides that we are under a legal obligation to ensure that we deliver medical and healthcare services to the public.
- **CONSENT:** Sometimes we also rely on the fact that you give us consent to use your personal and healthcare information so that we can take care of your healthcare needs. Please note that you have the right to withdraw consent at any time if you no longer wish to receive services from us.
- **NECESSARY CARE:** Providing you with the appropriate healthcare, where necessary. The Law refers to this as 'protecting your vital interests' where you may be in a position where you cannot give consent.
- **LAW:** Sometimes the Law obliges us to provide your information to an organisation (see above).

- **SPECIAL CATEGORIES**

The Law states that personal information about your health falls into a special category of information because it is very sensitive. Reasons that may entitle us to use and process your information under this category may be as follows:-

- **PUBLIC INTEREST:** Where we may need to handle your personal information when it is considered to be in the public interest. For example, when there is an outbreak of a specific disease and we need to contact you for treatment, or we need to pass your information to relevant organisations to ensure you receive advice and/or treatment.
- **CONSENT:** When you have given us consent.
- **VITAL INTEREST:** If you are incapable of giving consent, and we have to use your information to protect your vital interests (eg if you have had an accident and you need emergency treatment).
- **DEFENDING A CLAIM:** If we need your information to defend a legal claim against us by you, or by another party.
- **PROVIDING YOU WITH MEDICAL CARE:** Where we need your information to provide you with medical and healthcare services.

8. HOW LONG WILL WE STORE YOUR INFORMATION?

We carefully consider any personal information that we store about you and we will not keep your information for longer than is necessary for the purposes as set out in this Privacy Notice.

GDPR Article 5(1)(e) about storage limitation specifies that personal data shall be kept for no longer than is necessary for the purposes for which the personal data are processed. Personal data may be stored for longer periods insofar as it will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes in accordance with Article 89(1) of GDPR.

9. ANONYMISED INFORMATION

Sometimes we may provide information about you in an anonymised form. If we do so, then none of the information we provide to any other party will identify you as an individual and cannot be traced back to you.

10. YOUR RIGHTS AS A PATIENT

The Law gives you certain rights to your personal and healthcare information that we hold, as set out below:-

a) Access and Subject Access Requests

You have the right to see what information we hold about you and to request a copy of this information.

If you would like a copy of the information we hold about you please send an email via our website <https://www.thesouthgatesurgerynorthlondon.nhs.uk>. The first request for this information will be free of charge. Second and subsequent requests will be chargeable.

We have one month to reply to you and give you the information that you require. We would ask, therefore, that any requests you make are in writing and it is made clear to us what and how much information you require eg from a specific date or a copy of your complete medical record.

b) Online Access

You may ask us if you wish to have online access to your medical record eg via the NHS app. However, there will be certain protocols that we have to follow in order to give you online access, including written consent and production of documents that prove your identity.

Please note that when we give you online access, the responsibility is yours to make sure that you keep your information safe and secure if you do not wish any third party to gain access.

c) Correction

We want to make sure that your personal information is accurate and up to date. You may ask us to correct any information you think is inaccurate. It is very important that you make sure you tell us if your contact details including your mobile phone number has changed.

d) Removal

You have the right to ask for your information to be removed. However, if we require this information to assist us in providing you with appropriate medical services and diagnosis for your healthcare, then removal may not be possible.

e) Objection

We cannot share your information with anyone else for a purpose that is not directly related to your health, eg medical research, educational purposes, etc. We would ask you for your consent in order to do this. However, you have the right to request that your personal and healthcare information is not shared by this Surgery in this way. Please note the Anonymised Information section in this Privacy Notice.

f) Transfer

You have the right to request that your personal and/or healthcare information is transferred, in an electronic form (or other form) to another organisation but we will require your clear consent to be able to do this.

11. THIRD PARTIES MENTIONED ON YOUR MEDICAL RECORD

Sometimes we record information about third parties mentioned by you to us during any consultation. We are under an obligation to make sure we also protect that third party's rights as an individual and to ensure that references to them which may breach their rights to confidentiality, are removed before we send any information to any other party including yourself. Third parties can include: spouses, partners, and other family members.

12. HOW TO COMPLAIN

If you have any concerns about our use of your personal information, you can make a complaint to us via our website <https://www.thesouthgatesurgerynorthlondon.nhs.uk>

You can also complain to the Information Commissioner's Office (ICO) if you are unhappy with how we have used your data. They can be contacted at:-

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>