**Privacy Policy**

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| **OUR CONTACT DETAILS** |
| Name: Pine Medical Centre  Address: Fredora Avenue, Hayes, Middlesex UB4 8RD  Phone Number: 0208 432 8569  E-mail: Nhsnwlccg.thepinemedicalcentre@nhs.net |
| **The type of personal information we collect** |
| Pine Medical Centre processes personal information to enable us to support the provision of healthcare services to our patients, maintain our own accounts and records, promote our services, and to support and manage our employees. We also process personal information about health care professionals that deliver services throughout the NHS.  We also use information to support and monitor the health services commissioned in England to enable the delivery of high quality healthcare. This type of information will usually be provided to NHS England in an aggregate or anonymised form, so that we cannot identify an individual. |
| **Sharing your information** |
| There are a number of reasons why we share information, this can be due to:   * Our obligations to comply with current legislation * Our duty to comply with a Court Order * You have consented to disclosure |
| **Security of your Information** |
| We take our duty to protect your personal information and confidentiality seriously. 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 staff at Pine Medical Centre are required to undertake annual information governance training. This training ensures that staff are aware of their information governance responsibilities and follow best practice guidelines ensuring the necessary safeguards and appropriate use of person-identifiable and confidential information.  Under the NHS Confidentiality Code of Conduct, all our staff are also required to protect your information, and inform you of how your information will be used. This includes, in most circumstances, allowing you to decide if and how your information can be shared.  Everyone working for the NHS is subject to the common law duty of confidentiality. 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.  North West London DPO: [nwl.infogovernance@nhs.net](mailto:nwl.infogovernance@nhs.net) Information Governance Lead / Caldicott Guardian: Dr S Sehdev |

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| **YOUR DATA PROTECTION RIGHTS** |
| Under data protection law, you have rights including:   * **Your right of access** - You have the right to ask us for copies of your personal information. * **Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete. * **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances. * **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances. * **Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances. * **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.   You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.  Please contact us at [nhsnwlccg.thepinemedicalcentre@nhs.net](mailto:nhsnwlccg.thepinemedicalcentre@nhs.net) to make a request |
| **HOW TO COMPLAIN** |
| If you have any concerns about our use of your personal information, you can make a complaint to us at [nhsnwlccg.thepinemedicalcentre@nhs.net](mailto:nhsnwlccg.thepinemedicalcentre@nhs.net)  You can also complain to the ICO if you are unhappy with how we have used your data.  The ICO’s address:  Information Commissioner’s Office  Wycliffe House  Water Lane  Wilmslow  Cheshire, SK9 5AF  Helpline number: 0303 123 1113  ICO website: <https://www.ico.org.uk> |