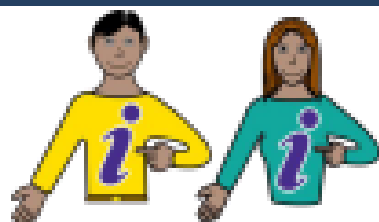


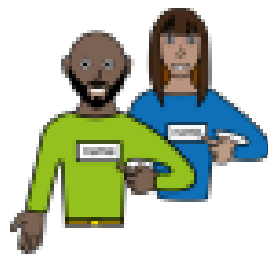
# Easy Read Privacy Policy

Pendre Surgery

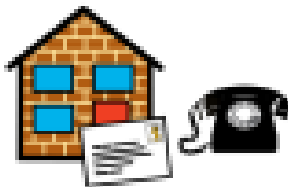
## What is personal data?



Personal Information is information about you or other people



Your name



Your address

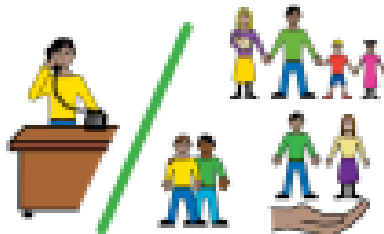


Your telephone number

Your date of birth



Your ethnicity



Contact details for your family  
and carers



If you are married



Your job



Your religion



Your email address



Where you were born  
If you are using the NHS as an overseas visitor



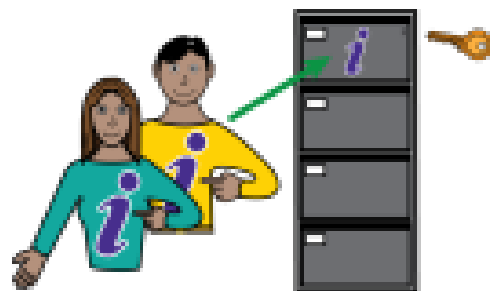
What name you want to be called

Information about your health

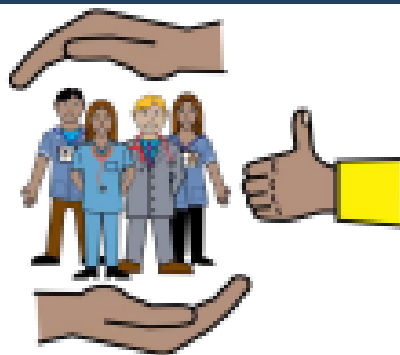


If you have a protection order that affects your health, wellbeing and human rights (safeguarding status)

## Why do we collect personal information about you?

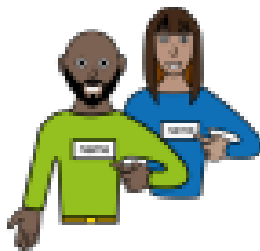


We need to keep information about your health, treatment and care.

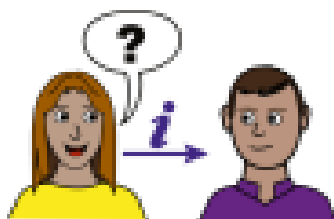


This is so we can give you good treatment and care.

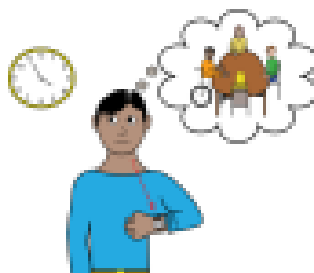
## What do we use your personal information for?



We won't tell people your name unless we really have to.



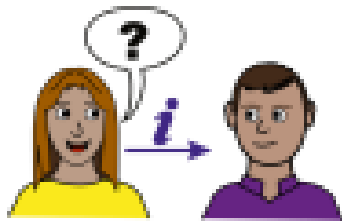
We give your information to other people who are treating you.



To remind you about your appointments



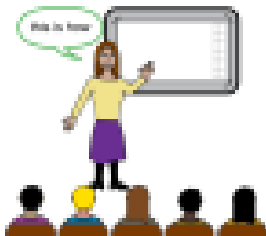
To review our service to make it better



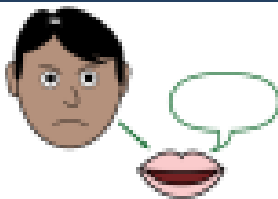
To share your information with the people who are paying for your care. These people are called commissioners.



To send reports to organisations such as the Department of Health



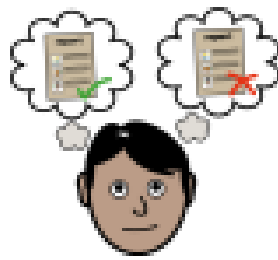
To train healthcare staff



If there is a complaint



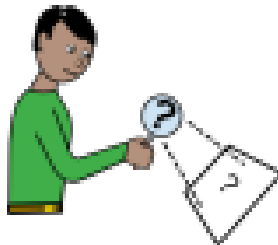
If the law says we need to report something that has happened.



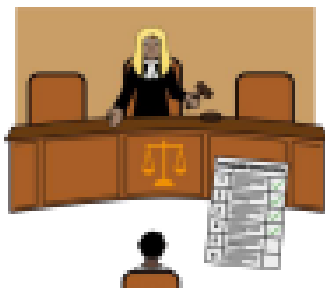
Sometimes special permission will be given to use information that uses your name without your consent. This may be for medical research or checking quality of care. This permission is given by the Secretary of State for Health on advice from the National Information Governance Board for Health and Social Care under strict conditions.



Sometimes, we might need to share your information because it is the law. We will tell you when we do this.



To find out if fraud is happening.



If there is a court order.

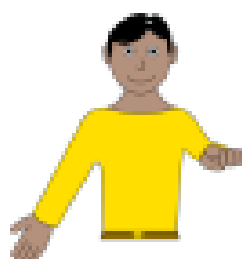


If the Care Quality Commission need it for an inspection.

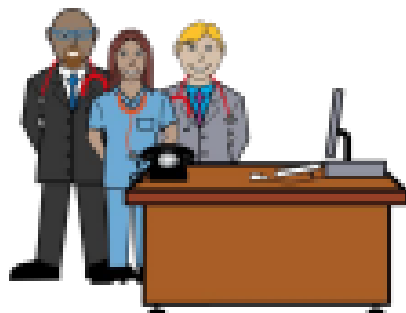


If the Police need to investigate a crime.

## Where do we get information about you?



From you



From your previous doctor (if you have one)



From hospital

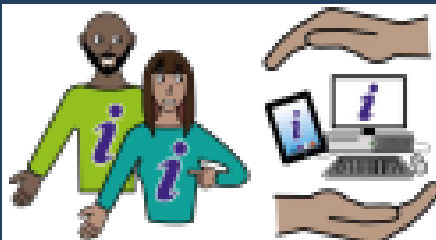
## How do we keep information about you?



We keep your information on paper and in a file.

We also keep your information in an electronic patient record system, on the computer.

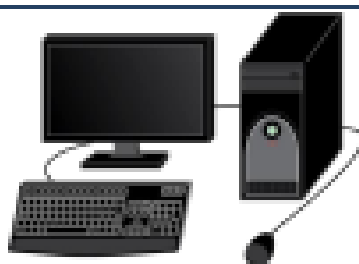
The NHS Records Management Code of Practice for Health and Social Care 2016 and National Archives Requirements tells us to do this



The law tells us how to keep your information. These laws include the Data Protection Act 2018, the GDPR 2016, and the Common Law Duty of Confidentiality.



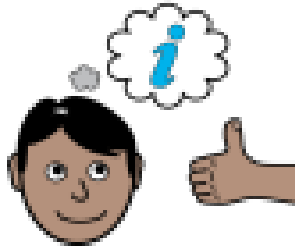
We keep information about you for as long as we need to do make your health better



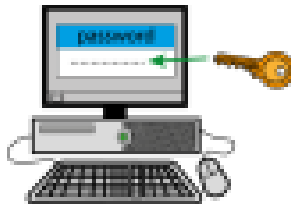
You can read more about this online using this link (NHS Record Management code of practice):  
<https://digital.nhs.uk/article/1202/Records-Management-Code-of-Practice-for-Healthand-Social-Care-2016>



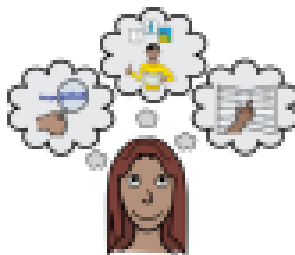
## We have to:



Keep your records up to date, complete, and accurate, about the care we give you.

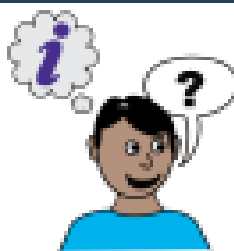


Keep records about you confidential and secure.  
We will make sure we keep your information safe, using computer passwords for electronic information, and locks for paper information.

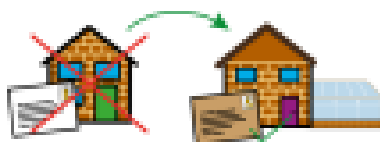


Give you information in a way you can understand.

## What are your rights?



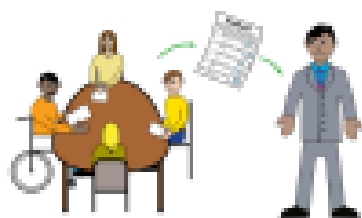
You can ask to see the information we have about you



You can ask us to change any information that is wrong



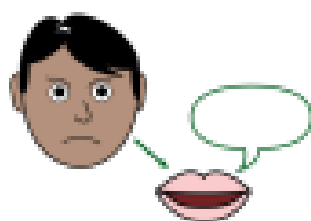
You can tell us not to share your personal information (unless we need to because of the law)



You can ask us to give the records we have about you to another organisation.



For more information you can contact the Practice Manager or Data Protection officer via the Practice.



If you are not happy with how we use your personal information you can contact the Information Commissioner's Office.  
<https://ico.org.uk> .



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

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

Fax: 01625 524 510

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