

# **Killin Medical Practice**

## **Patient Data Protection Privacy Notice**

Killin Medical Practice has the statutory responsibility to provide or arrange for the provision of a range of healthcare, health improvement and health protection services. We are given these tasks so that we can help to promote the improvement of the physical and mental health of our patients. We use personal information to enable us to provide healthcare services for patients.

### **About the personal information we use**

The personal information we use includes information that identifies you such as your name, address, date of birth and postcode. We also use more sensitive personal information which can relate to personal and family details; lifestyle and social circumstances; visual images and details held in your patient health record. We often use email and text reminders for example for appointments.

### **Our legal basis for using personal information**

Killin Medical Practice is required to have a legal basis when using your personal information. We consider our legal basis to be 'our tasks and functions are in the public interest or is necessary for health or social care'. On occasions we may rely on your explicit consent as our legal basis for using your personal information. When we do this we will explain what it means, and the rights that are available, to you. You should be aware that we will continue to ask for your consent for other things like taking part in a drug trial, or when you are having an operation.

### **Who provides the personal information?**

When you do not provide information directly to us, we receive it from other individuals and organisations involved in the delivery of health and care services in Scotland. These include other NHS Boards and primary care contractors such as GPs, dentists, pharmacists and opticians; other public bodies e.g. Local Authorities and suppliers of goods and services.

## **Sharing personal information with others**

Depending on the situation, where necessary we will share appropriate, relevant and proportionate personal information in compliance with the law.

## **Transferring personal information abroad**

It is sometimes necessary to transfer personal health information overseas for example if you require urgent medical treatment abroad. When this is needed information may be transferred to countries or territories around the world. Any transfers made will be in full compliance with NHS Scotland Information Security Policy and in compliance with the law.

## **Retention periods of the information we hold**

Within Killin Medical Practice we keep personal information as set out in the Scottish Government Records Management: NHS Code of Practice (Scotland). The NHS Code of Practice sets out minimum retention periods for information, including personal information, held in different types of records including personal health records and administrative records.

## **How we protect personal information**

We take care to ensure your personal information is only accessible to authorised people. Our staff have a legal and contractual duty to keep personal health information secure, and confidential.

## **YOUR RIGHTS**

### **The Right to Be Informed**

Killin Medical Practice must explain how we use your personal information. We use a number of ways to communicate how personal information is used, including:

- This Data Protection Privacy Notice
- Information leaflets
- Discussions with staff providing your care

## **The Right of Access**

You have the right to access your own personal information. This right includes making you aware of what information we hold. You have the right to obtain:

- Confirmation that your personal information is being held or used by us
- Access to your personal information
- Additional information about how we use your personal information

Although we must provide this information free of charge, if your request is considered unfounded or excessive, or if you request the same information more than once, we may charge a reasonable fee. If you would like to access your personal information, you can do this by contacting: Killin Medical Practice, 'Laggan Leigheas' Ballechroisk Killin FK21 8TQ or by email to [fv.gp25351killincli@nhs.scot](mailto:fv.gp25351killincli@nhs.scot) addressed to the Admin Team.

## **The Right to Rectification**

If the personal information we hold about you is inaccurate or incomplete you have the right to have this corrected. If on consideration of your request Killin Medical Practice does not consider the personal information to be inaccurate then we will add a comment to your record stating your concerns about the information.

## **The Right to Object**

When Killin Medical Practice is processing your personal information for the purpose of the performance of a task carried out in the public interest or in the exercise of official authority you have the right to object to the processing

and also seek that further processing of your personal information is restricted. Provided Killin Medical Practice can demonstrate compelling legitimate grounds for processing your personal information, for instance; patient safety or for evidence to support legal claims, your right will not be upheld.

## **Other Rights**

There are other rights under current Data Protection legislation however these rights only apply in certain circumstances.

## **The Right to Complain**

The Practice Complaints Procedure is available from Killin Medical Practice reception. Our aim is to give the highest possible standard of service and to deal swiftly with any problem that may occur. You also have the right to complain about how we use your personal information to the Information Commissioner's Office (ICO) at [www.ico.org.uk](http://www.ico.org.uk)

## **Translation Service/ Accessibility / British Sign Language Provision**

Interpretation and translation services are available for Killin Medical Practice patients for health related appointments. Please contact the team 01567 820213 if you have any queries regards how to book interpretation or work with an interpreter and they will provide suitable information for your situation. You can also email [fv-uhb.disabilitydepartment@nhs.net](mailto:fv-uhb.disabilitydepartment@nhs.net)

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