

# EGLWYSBACH MEDICAL PRACTICE

## Privacy policy

This policy explains how we use the information we hold about our patients.

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*What information we hold about you*

We hold your personal and medical information in your computerised medical record as well as some information in paper medical records (this information was generated before medical records were computerised). We collect information from you when you register with the practice and we record information whenever you have contact with the practice. We also hold information from third parties, such as hospital letters and test results. All information is treated confidentially and is accessed only by staff who need to in order to provide patient care.

*How we use the information about you*

Your information is used by the practice for the purposes of providing direct patient care. The legal bases under which we process your data are covered in articles 6(1)(e) and 9(2)(h) of the Data Protection Act 2018.

*Sharing your data*

If we need to refer you to another healthcare provider e.g. hospital consultant, we will share your data in order to provide relevant information for your referral. We also share anonymised data with the approved medical research database, SAIL (Secure Anonymised Information Linkage System in Wales). For further information about SAIL, please visit <https://saildatabank.com/>. The legal basis for sharing information for medical research is covered in article 9(2)(j) of the Data Protection Act 2018.

### *Access to your information and correction*

You have the right to access your medical record and obtain a copy without charge if you wish. We will ask you for identification before releasing copies of notes. If you find any information in your record which you disagree with, you should notify us. However, it is very unlikely that we will be able to delete any information but we can add a note to explain that you disagree.

### *How long we keep your data*

We retain information on our patients until their death.

### *Changes to our privacy policy*

We keep our privacy policy under regular review and we will place any updates on our website. This privacy policy was last updated on 23.4.18

### *How to contact us*

Please contact us if you have any questions on our privacy policy or on the information we hold on you:

- By phone to the practice's data controller on 01443 406811
- By email to [enquiries.w95014@wales.nhs.uk](mailto:enquiries.w95014@wales.nhs.uk)
- Or write to: Data Controller, Eglwysbach Medical Practice Berw Rd Pontypridd CF37 2AA

In addition you can contact our designated Data Protection Officer at the above address.

### *If you wish to complain*

If you want to complain about how we have processed your data, you can report a concern to:

Information Commissioner's Office – Wales  
2nd Floor, Churchill House  
Churchill Way  
Cardiff  
CF10 2HH

Telephone: 029 2067 8400

Fax: 029 2067 8399

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