



The Alresford Surgery

Alresford Surgery

Patient Privacy Policy

Date of last review: October 2023

Date of next review: October 2025

Your information, what you need to know

This privacy notice explains why we collect information about you, how that information may be used, how we keep it safe and confidential and what your rights are in relation to this.

General Data Protection Regulations (GDPR) makes it a requirement that information is provided to people in clear and plain language, including in an understandable format for children. The practice has, therefore, produced the attached privacy notice specifically for children – please find a copy of this on our website or ask at reception for more details.

Why we collect information about you

Health care professionals who provide you with care are required by law to maintain records about your health and any treatment or care you have received within any NHS organisation. These records help to provide you with the best possible healthcare and help us to protect your safety.

We collect and hold data for the purpose of providing healthcare services to our patients and running our organisation which includes monitoring the quality of care that we provide. In carrying out this role we may collect information about you which helps us respond to your queries or secure specialist services. We may keep your information in written form and/or in digital form. The records may include basic details about you, such as your name and address. They may also contain more sensitive information about your health and also information such as outcomes of needs assessments.

Details we collect about you

The health care professionals who provide you with care maintain records about your health and any treatment or care you have received previously (e.g. from Hospitals, GP Surgeries, A&E, etc.). These records help to provide you with the best possible



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healthcare. Records which this GP Practice may hold about you may include the following:

- Details about you, such as your address and next of kin
- 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

How we keep your information confidential and safe

The health records we use 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. Your records are backed up securely in line with NHS standard procedures. We ensure that the information we hold is kept in secure locations, is protected by appropriate security and access is restricted to authorised personnel. We also make sure external data processors that support us are legally and contractually bound to operate and prove security arrangements are in place where data that could or does identify a person are processed. We are committed to protecting your privacy and will only use information collected lawfully in accordance with:

- Data Protection Act 2018
- Human Rights Act
- Common Law Duty of Confidentiality
- NHS Codes of Confidentiality and Information Security
- Health and Social Care Act 2015
- And all applicable legislation

We have a senior person responsible for protecting the confidentiality of patient information and enabling appropriate information sharing. This person is called the Caldicott Guardian. We also have a Senior Information Risk Owner (SIRO) who is responsible for owning the practice's information risk. The Caldicott Guardian and the SIRO for the practice can be found in Appendix 1 along with their contact details.

We are registered with the Information Commissioner's Office (ICO) as a data controller which describes the purposes for which we process personal data. A copy of the registration is available from the [ICO's web site](#) by searching on our name.

We keep a Register of all our information processing activities, including those involving the use of personal information. This records lots of data including where we get the information from, with whom we share it, the legal basis allowing us to process personal data and the security arrangements in place.

Confidential patient data will be shared within the healthcare team including nursing staff, administrative staff, secretaries and receptionists, and with other healthcare



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professionals to whom a patient is referred. Those individuals have a professional and contractual duty of confidentiality.

We maintain our duty of confidentiality to you at all times. We will only ever use or pass on information about you if we reasonably believe that others involved in your care have a genuine need for it. We will not disclose your information to any third party without your permission unless there are exceptional circumstances (such as a risk of serious harm to yourself or others) or where the law requires information to be passed on.

The NHS Digital Code of Practice on Confidential Information

<https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/code-of-practice-on-confidential-information> applies to all NHS staff and they are required to protect your information, inform you of how your information will be used, and allow you to decide if and how your information can be shared.

The [NHS Care Record Guarantee for England](#) sets out the rules that govern how patient information is used in the NHS and what control patients can have over this.

The [NHS Constitution](#) establishes the principles and values of the NHS in England. It sets out rights to which patients, public and staff are entitled, and pledges which the NHS is committed to achieve, together with responsibilities, which the public, patients and staff owe to one another to ensure that the NHS operates fairly and effectively.

How we use your information

Improvements in information technology are also making it possible for us to share data with other healthcare organisations for the purpose of providing you, your family and your community with better care. For example it is possible for healthcare professionals in other services to access your record with your permission when the practice is closed. This is explained further in the Local Information Sharing section below.

Under the powers of the Health and Social Care Act 2015, NHS Digital can request personal confidential data from GP Practices without seeking patient consent for a number of specific purposes, which are set out in law. These purposes are explained below. You may choose to withdraw your consent to personal data being shared for these purposes.

You can object to your personal information being shared with other healthcare providers but 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.



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To ensure you receive the best possible care, your records are used to facilitate the care you receive. Information held about you may be used to help protect the health of the public and to help us manage the NHS.

Information Sharing

In order to deliver the best possible service, the practice will share data (where required) with other NHS bodies such as GP practices and hospitals. In addition, the practice will use carefully selected third party service providers. When we use a third party service provider to process data on our behalf then we will always have an appropriate agreement in place to ensure that they keep the data secure, that they do not use or share information other than in accordance with our instructions and that they are operating appropriately. An example of functions that may be carried out by third parties includes:

- Companies that provide IT services & support, including our core clinical systems; systems which manage patient facing services (such as our website and service accessible through the same); data hosting service providers; systems which facilitate appointment bookings or electronic prescription services; document management services etc.
- Delivery services (for example if we were to arrange for delivery of any medicines to you).
- Payment providers (if for example you were paying for a prescription or a service such as travel vaccinations).

Further details regarding specific third party processors can be supplied on request.

Data Sharing Schemes

A number of data sharing schemes are active locally, enabling healthcare Professionals outside of the surgery to view information from your GP record, with your explicit consent, should the need arise. These schemes include the following:

- The National Summary Care Record (SCR)
- The Care and Health Information Exchange (CHIE)
- EMIS Web data streaming (A&E and GP out of hours)
- Remote Consultations (GP out of hours)
- Aداstra Web Access (GP out of hours)
- SCAS (South Coast Ambulance service)
- Southern Health Foundation Trust (Community Care Teams)

Summary Care Record

The NHS in England uses a national electronic record called the Summary Care Record (SCR) to support patient care. It contains key information from your GP record. Your SCR provides authorised healthcare staff with faster, secure access to essential information about you in an emergency or when you need unplanned care, where such information would otherwise be unavailable.



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Summary Care Records are there to improve the safety and quality of your care. Standard Summary Care Record information comprises your allergies, adverse reactions and medications. Please be aware that if you choose to opt-out of SCR, NHS healthcare staff caring for you outside of your registered GP Practice may not be aware of your current medications or allergies you suffer from and any bad reactions to medicines you have had, in order to treat you safely in an emergency. Your records will stay as they are now with information being shared by letter, email, or phone. If you wish to opt-out of having a summary care record, please complete the form as per the link below.

Additional information can be added to your Summary Care Record with your consent. This will include reason for medication, vaccinations, significant diagnoses / problems, significant procedures, anticipatory care information and end of life care information. Additional information can only be added to your SCR with your agreement. To extend your standard summary care record to include additional information, complete the form on the link below.

You have the right to opt out of a Summary Care Record at any time. The link below provides further information including how to opt out of SCR or consent to add additional health information.

<https://digital.nhs.uk/services/summary-care-records-scr/additional-information-in-scr#patient-consent-to-include-in-the-scr>

Care and Health Information Exchange

The Care and Health Information Exchange (CHIE) is a secure system which shares health and social care information from GP surgeries, hospitals, community and mental health, social services and others. CHIE helps professionals across Hampshire, the Isle of Wight and surrounding areas provide safer and faster treatment for you and your family.

CHIE shows the medication you are currently taking, your allergies, test results and other important medical and care information. Health and care staff can see this information if they need to know about your previous history.

Your information also helps to improve treatment for future patients. We do this by assisting in legitimate research programmes and in helping the NHS and social care systems understand what new services might be needed to help care for you and your family. Importantly, the people who do this research cannot find out your personal details from the information and cannot identify you.

In all cases, your information is only accessed and used by authorised staff who are involved in providing or supporting your direct care. Your permission will be asked before the information is accessed, other than in exceptional circumstances (e.g.



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emergencies) if the healthcare professional is unable to ask you and this is deemed to be in your best interests (which will then be logged).

You have the choice to opt-out at any time. The link below provides further information directly from CHIE and the form to complete to opt-out.

<http://www.careandhealthinformationexchange.org.uk/your-care/>

NHS Digital National data opt out

The Practice is one of many organisations working in the health and care system to improve care for patients and the public.

Whenever you use a health or care service, such as attending Accident & Emergency or using Community Care services, important information about you is collected in a patient record for that service. Collecting this information helps to ensure you get the best possible care and treatment.

The information collected about you when you use these services can also be used and provided to other organisations for purposes beyond your individual care, for instance to help with:

- improving the quality and standards of care provided
- research into the development of new treatments
- preventing illness and diseases
- monitoring safety
- planning services

This may only take place when there is a clear legal basis to use this information. All these uses help to provide better health and care for you, your family and future generations. Confidential patient information about your health and care is **only used** like this where allowed by law.

Most of the time, anonymised data is used for research and planning so that you cannot be identified in which case your confidential patient information isn't needed.

You have a choice about whether you want your confidential patient information to be used in this way. If you are happy with this use of information you do not need to do anything. If you do choose to opt out your confidential patient information will still be used to support your individual care.

To find out more, or to register your choice to opt out, please visit www.nhs.uk/your-nhs-data-matters . On this web page you will:

- See what is meant by confidential patient information
- Find examples of when confidential patient information is used for individual care and examples of when it is used for purposes beyond individual care
- Find out more about the benefits of sharing data
- Understand more about who uses the data
- Find out how your data is protected



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- Be able to access the system to view, set or change your opt-out setting
- Find the contact telephone number if you want to know any more or to set/change your opt-out by phone
- See the situations where the opt-out will not apply

You can also find out more about how patient information is used at:

<https://www.hra.nhs.uk/information-about-patients/> (which covers health and care research); and

<https://understandingpatientdata.org.uk/what-you-need-know> (which covers how and why patient information is used, the safeguards and how decisions are made)

You can change your mind about your choice at any time.

Data being used or shared for purposes beyond individual care does not include your data being shared with insurance companies or used for marketing purposes and data would only be used in this way with your specific agreement.

Type 1 Opt-out: medical records held at your GP practice

A Type 1 opt-out, when present in your GP record, will prevent identifiable information about you being extracted from your GP record, and uploaded to *any* other organisation, for purposes other than your direct care.

A Type 1 opt-out will then prohibit extraction and uploading for all of the following secondary uses:

- Risk stratification schemes
- National clinical audits (such as the National Diabetes Audit)
- The Clinical Practice Research Datalink (CPRD)
- Extraction of de-identified information about you concerning any eMed3 Statement of Fitness to Work reports (i.e. sick notes), uploaded to NHS Digital, and subsequently passed by NHS Digital to the Department of Work and Pensions
- All extractions and uploading of identifiable information about you to NHS Digital, for any secondary purpose (so-called GPES extractions)

Please inform your GP practice if you do not want your confidential patient information held in your GP medical record to be used for purposes other than your individual care. This is called a type 1 opt-out and can only be recorded by your GP practice (by adding the following code to your patient record: Read Code 9Nu0 "Dissent from secondary use of GP patient identifiable data").

Risk Stratification

'Risk stratification for case finding' is a process for identifying and managing patients who have or may be at-risk of health conditions (such as diabetes) or who are most likely to need healthcare services (such as people with frailty). Risk stratification tools used in the NHS help determine a person's risk of suffering a particular condition and



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enable us to focus on preventing ill health before it develops. Information about you is collected from a number of sources including NHS Trusts, GP Federations and your GP Practice. A risk score is then arrived at through an analysis of your de-identified information. This can help us identify and offer you additional services to improve your health.

Risk-stratification data may also be used to improve local services and commission new services, where there is an identified need. In this area, risk stratification may be commissioned by the West Hampshire Clinical Commissioning Group. Section 251 of the NHS Act 2006 provides a statutory legal basis to process data for risk stratification purposes. Further information about risk stratification is available from:

<https://www.england.nhs.uk/ig/risk-stratification/>

If you do not wish information about you to be included in any risk stratification programmes, please inform the practice. Please be aware that this may limit the ability of healthcare professionals to identify if you have or are at risk of developing certain serious health conditions.

Clinical audit

Information may be used by the Integrated Care Board (ICB) for clinical audit to monitor the quality of the service provided to patients with long term conditions. Some of this information may be held centrally and used for statistical purposes (e.g. the National Diabetes Audit). When this happens, strict measures are taken to ensure that individual patients cannot be identified from the data.

Clinical Research

Sometimes your information may be requested to be used for research purposes – we will always ask your permission before releasing your information for this purpose.

Clinical Research Practice Datalink

The Practice undertakes accredited research projects and is registered with the Clinical Research Practice Datalink.

For more than 25 years, hundreds of GP practices across the UK have contributed information in patient records to the CPRD to support medical research to improve patient and public health including:

- Answering important questions about what causes illness and how to prevent and treat it
- Monitoring the safety of vaccines and medicines
- Understanding possible side effects of treatments in patients

Only anonymised patient data is provided to researchers. Read more about how this anonymised data has been used for patient and public benefit by going to the website: www.cprd.com/public



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Protecting your identity and confidentiality on the CPRD

Your information is protected in the following ways:

- You cannot be identified from the information sent to CPRD from GP practices. CPRD never receives any personal identifying details from your GP such as your name, address, NHS number or date of birth
- CPRD only provides anonymised health data to researchers
- Data can only be used for research to improve patient and public health
- All research applications must be reviewed and approved by an expert independent scientific committee
- CPRD is reviewed each year to make sure its services meet ethical and legal requirements
- Data is held securely by CPRD and researchers following strict terms and conditions when carrying out any research

Opting out of data sharing with CPRD

You have the right to opt out of anonymised information from your health records being used in medical research. If you do not want your GP practice to share information from your health record with CPRD, then please inform the reception team. Opting out of sharing your health records will not affect the direct care that you receive.

Researchers and government regulators depend on the data collected by CPRD to safeguard public health and monitor drug safety. If large numbers of patients or particular types of patients choose not to share anonymised health information for research, the information in CPRD will not truly represent the UK population. This situation may lead to unreliable evidence from research aimed at answering important public health questions.

Child Health Information

We wish to make sure that your child has the opportunity to have immunisations and health checks when they are due. We share information about childhood immunisations, the 6-8 week new baby check and breast-feeding status with local team of health visitors and school nurses.

Referrals for specific health care purposes

We sometimes provide your information to other organisations for them to provide you with medical services. We will always inform you of such a referral and you always have the right not to be referred in this way. These include:

- Referrals for home oxygen services ("HOOF")
- Referrals to Community Diabetic Service ("CDS")
- Referrals for Diabetes Eye Screening (DRS)
- Referrals for Pre-diabetes advice ("Healthier You")

Mandatory disclosures of information

We are sometimes legally obliged to disclose information about patients to relevant authorities. In these circumstances the minimum identifiable information that is



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essential to serve that legal purpose will be disclosed. That organisation will also have a professional and contractual duty of confidentiality. Data will be anonymised if at all possible before disclosure if this would serve the purpose for which the data is required. Organisations that we are sometimes obliged to release information to include:

- NHS Digital (e.g. the National Diabetes Audit)
- CQC
- DVLA
- GMC
- HMRC
- NHS Counter Fraud
- Police
- The Courts
- Public Health England
- Local Authorities (Social Services)
- The Health Service Ombudsman

Permissive disclosures of information

Only with your explicit consent, will your practice release information about you, from your GP record, to relevant organisations. These may include:

- Your employer
- Insurance companies
- Solicitors
- Local Authorities
- Police

Accessing your information on other databases

The Practice can access certain medical information about you, when relevant or necessary, that is held on other databases (i.e. under the control of another data controller). These include NHS Digital's Open Exeter database. Accessing such information would only be for your direct medical care.

Invoice Validation

Invoice validation is an important process. It involves using your NHS number to check which ICB is responsible for paying for your treatment. Section 251 of the NHS Act 2006 provides a statutory legal basis to process data for invoice validation purposes. We can also use your NHS number to check whether your care has been funded through specialist commissioning, which NHS England will pay for. The process makes sure that the organisations providing your care are paid correctly.

National Fraud Initiative – Cabinet Office

The use of data by the Cabinet Office for data matching is carried out with statutory authority under Part 6 of the Local Audit and Accountability Act 2014. It does not require the consent of the individuals concerned under the Data Protection Act 2018.



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Data matching by the Cabinet Office is subject to a Code of Practice. For further information see: <https://www.gov.uk/government/publications/code-of-data-matching-practice-for-national-fraud-initiative>

National Registries

National Registries (such as the Learning Disabilities Register) have statutory permission under Section 251 of the NHS Act 2006, to collect and hold service user identifiable information without the need to seek informed consent from each individual service user.

Safeguarding

To ensure that adult and children's safeguarding matters are managed appropriately, access to identifiable information will be shared in some limited circumstances where it's legally required for the safety of the individuals concerned.

Supporting Medicines Management

Some ICBs operate pharmacist prescribing advice services to support local GP practices with prescribing queries, which may require identifiable information to be shared. Pharmacists and pharmacy technicians work with your usual GP to provide advice on medicines, prescription ordering processes, prescribing queries, and review prescribing of medicines to ensure that it is appropriate for your individual needs, safe and cost-effective. Where specialist prescribing support is required, the ICB medicines management team may discuss product choice with your GP and your nominated community pharmacist to ensure evidence based cost effective choices are made to support your care.

Mid Hampshire Healthcare

Mid Hampshire Healthcare (MHH) is a GP federation that is currently working with all 18 practice members to create and improve Primary Care and Community based services where possible. MHH currently supports all member practices through a number of services. In order for MHH to continue to offer their services to patients within member practices, where necessary, it is required to share relevant patient information. All staff working within MHH are duty bound by the same confidentiality regulations, to enable to provide a high quality of care whilst keeping patient information safe and secure.

Winchester Rural East and North Primary Care Network

Winchester Rural North and East Primary Care Network (WRNE PCN) is a group of 6 practices that work together to provide innovative, cost-effective primary and community services that respond to people's needs. In order for WRNE PCN to continue to offer their services to patients within member practices, where necessary, it is required to share relevant patient information. All staff working within WRNE PCN are duty bound by the same confidentiality regulations, to enable to provide a high quality of care whilst keeping patient information safe and secure.



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Supporting Locally Commissioned Services

ICBs support GP practices by auditing anonymised data to monitor locally commissioned services, measure prevalence and support data quality. The data does not include identifiable information and is used to support patient care and ensure providers are correctly paid for the services they provide.

Who are our partner organisations?

We may also have to share your information, subject to strict agreements on how it will be used, with the following organisations:

- NHS Trusts
- Specialist Trusts
- GP Federations
- Independent Contractors such as dentists, opticians, pharmacists
- Private Sector Providers
- Voluntary Sector Providers
- Ambulance Trusts
- Clinical Commissioning Groups
- Social Care Services
- Local Authorities
- Education Services
- Fire and Rescue Services
- Police
- Other 'data processors'

We will never share your information outside of health partner organisations without your explicit consent unless there are exceptional circumstances such as when the health or safety of others is at risk, where the law requires it or to carry out a statutory function.

Within the health partner organisations and in relation to the above mentioned themes we will assume you are happy for your information to be shared unless you choose to opt-out. This means you will need to express an explicit wish to not have your information shared with the other organisations; otherwise it will be automatically shared. We are required by law to report certain information to the appropriate authorities. This is only provided after formal permission has been given by a qualified health professional. There are occasions when we must pass on information, such as notification of new births, where we encounter infectious diseases which may endanger the safety of others, such as meningitis or measles (but not HIV/AIDS), and where a formal court order has been issued. Our guiding principle is that we are holding your records in strictest confidence.

Data Retention

We manage patient records in line with the Records Management NHS Code of Practice for Health and Social Care which sets the required standards of practice in the management of records for those who work within or under contract to NHS



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organisations in England, based on current legal requirements and professional best practice.

Right of Access to Your Personal Information

We will tell you if we use your personal information, what that information is and why we use it. We will also tell you where we obtained the information from and with whom we share your information. Under this right we have to tell you how long we intend to keep your information for.

You are entitled to obtain a copy of the personal information held about you by the practice. You can view this or request copies of the records by making a Subject Access Request. Any request to access or obtain a copy of this information will be considered in line with the data protection legislation. This is generally free of charge unless your request is very complicated and/or unreasonably excessive; if you require further copies of information already provided to you we may charge a reasonable administrative fee. If you want to access your data you can contact us using the contact details at the top of this notice. Under special circumstances, some information may be withheld.

Right to Rectification

This right allows you to ask for any information you believe to be inaccurate or incomplete to be corrected and completed. We are allowed one month from the date of your request in which to perform any such corrections or add supplementary statements. We will communicate any rectification of information to anyone to whom it has been disclosed unless this is not possible or involves disproportionate effort. We will tell you who those recipients are if you ask us.

Right to Erasure

This right is also commonly referred to as the 'right to be forgotten'. You can request that your information be erased, subject to certain exemptions, if it is no longer needed by us for the original purpose we said we would use it for or if you decide to withdraw your consent or if you object to the use of your information. If it transpires that the information was unlawfully used or is found to infringe the law you can ask for it to be erased. We will erase your information if we have a legal obligation to do so. We will communicate any erasure of information to anyone to whom it has been disclosed unless this is not possible or involves disproportionate effort. We will tell you who those recipients are if you ask us.

Right to Restriction of Processing

Restriction means marking information with the aim of limiting its processing in the future. Under this right you can request we restrict information processing for a period of time if you think the information is inaccurate, while we check its accuracy. If the information is found to have been used unlawfully you can ask for it to be restricted instead of being erased. If we no longer need to keep the information but you need us to keep it in connection with a legal claim you are involved with you can ask us to restrict



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it. You can also ask us to restrict processing if you have previously objected to us processing it whilst we check whether our legitimate reasons for processing it outweigh your right. Once processing has been restricted we can start to use the information again only if you have consented to this or where it is in connection with a legal claim or if it is to protect the rights of another person or there is a strong public interest. We will tell you before any restriction we have put in place is lifted. We will communicate any restriction of processing to anyone to whom it has been disclosed unless this is not possible or involves disproportionate effort. We will tell you who those recipients are if you ask us.

Right to Data Portability

The purpose of this new right is to give a person more control over their personal information. Data Portability means you have the right to receive a copy of personal information which you have given us in a structured, commonly-used, machine-readable format and to have it transferred directly to another 'controller' where technically possible. This right only applies to information which is processed by automated means and where you have given consent to the processing or where processing is necessary for the performance of a contract. It does not apply if the processing is needed to comply with a legal obligation, our official duties or is for a task carried out in the public interest. It is therefore unlikely to apply to any of the processing carried out by the practice.

Right to Object

You can object to the processing of your personal information if the processing activity is necessary for the performance of a task carried out in connection with our lawful, official duties or those of a third party, or a task carried out in the public interest. We could refuse to comply with a request only where we could show that there was an overriding legal reason or if we need to process the information in relation to a legal claim.

You also have a separate right to object to processing if it is for direct marketing purposes. We do not use your information in this way but if we did we would tell you about it. This right also includes a specific right to object to research uses except where this is done in the public interest.

Automated Decision-Making, Including Profiling

Profiling means any form of automated processing (i.e. processed by a computer and not a human being) of personal information used to analyse, evaluate or predict things about someone; this can include things like someone's health, personal preferences, interests, economic situation, reliability, performance at work behaviour, location or movements.

Under this right you can ask not to be subject to a decision made solely by automated means, including any profiling, which affects you in a legal way or has a similar significant effect. Automated decision-making and profiling is not allowed if it involves certain types of information; these 'special categories' of information are deemed to carry more sensitivity therefore we cannot use your health information for automated



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decision-making or profiling unless we have your explicit consent or there is substantial public interest allowing us to do so. We currently do not carry out any automated decision-making, including profiling.

Consent

Where processing is based on consent you have the right to withdraw consent to process your personal data.

Change of Details

It is important that you tell the person treating you if any of your details such as your name or address have changed or if any of your details are incorrect in order for this to be amended. Please inform us of any changes so our records for you are accurate and up to date.

Mobile telephone number

Our SMS / text service can text you to inform you of tests results, health care and useful links related to your care. If you have given us your mobile phone number this is implied consent for this service, however, if you wish to opt out please let reception know.

Data Protection Officer (DPO)

As a public authority the practice must appoint a DPO. The DPO is an essential role in facilitating 'accountability' and the organisation's ability to demonstrate compliance with the data protection legislation. The DPO for our practice is .

Right to Complain to the Information Commissioner's Office (ICO)

If you have concerns or are unhappy about any of our services, please contact the Practice Manager in the first instance via our email address admin.alresford@nhs.net

For independent advice about data protection, privacy and data-sharing issues, or to make a complaint, you can contact the Data Protection Officer:

Judith Jordan

Email: agem.dpo@nhs.net

Phone: 0121 611 0730

Alternatively you can contact the ICO, The Data Protection Governing Body. Their contact details are:

The Information Commissioner

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Phone: 0303 123 1113

Website: www.ico.gov.uk



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APPENDIX 1 – Caldicott Guardian and SIRO Contact Details

<u>Practice</u>	<u>Caldicott Guardian</u>	<u>SIRO</u>	<u>Contact Details</u>
Alresford Surgery	Dr Paul Webb	Michael Ott	01962 732345 admin.alresford@nhs.net