

Our Full Data Protection and Privacy Policy

This is available at our Practice or on our website.

What do you do if you have any questions

Should you have any questions about our privacy policy or the data or information we hold about you, you should contact either the Practice:

- Information Governance Lead (in the first instance) or;
- Data Protection Officer Details of these individuals and their contact details can be found at the back of this patient information leaflet.

Complaints

We recognise that, on occasion, things may not go as expected. In the first instance, please contact our Data Protection Officer with your complaint.

If you remain dissatisfied with how your complaint has been handled, or with our data processing practices, you have the right to raise your concerns with the Information Commissioner's Office.

Jersey Office of the Information Commissioner

2nd Floor

5 Castle Street

St Helier

Jersey

JE2 3BT

Email: enquiries@jerseyoic.org

Telephone: +44 (0)1534 716530

IMPORTANT: Keeping us informed and up to date

You can help us keep your records accurate and up to date. If your address or contact details change, please let us know as soon as possible. You can contact the Practice admin team or visit our website for more information. Please note that proof will be required for any change of name or address

Practice Information Governance Lead

Senior GP

practice@windsor.gpnet.je

Practice Data Protection Officer

Andrew Webb

practice@windsor.gpnet.je

01534 732341

WINDSOR MEDICAL PRACTICE LIMITED

PRACTICE DATA PROTECTION AND PATIENT POLICY SUMMARY

Patient Information Leaflet Adult and Child



What is a privacy policy or notice?

A privacy notice explains how our Practice collects, uses, shares and manages patients' personal data. It helps ensure we meet our legal responsibilities to protect patient privacy

Why do we need one?

To ensure compliance with the new Data Protection (Jersey) Law 2018 (DPJL) and where relevant, the General Data Protection Regulation (GDPR) legislation, our Practice must ensure that information is provided to patients about how their personal data is processed in a manner which is:

- Concise, transparent, clear and easily accessible;
- Written in clear and plain language, particularly if addressed to a child; and
- Free of charge

What is DPJL/GDPR?

The new laws replace the current Data Protection legislations in Jersey and the UK and is designed to harmonise data privacy laws across Europe, to protect and empower all EU citizens' data privacy and to reshape the way in which organisations across the region approach data privacy.

Who does this policy apply to?

In accordance with current data protection legislation, our Data Protection and Privacy policies apply to all patients aged 13 and over

When did DPJL/GDPR Commence?

The DPJL and GPDR legislation came into effect on 25 May 2018.

How do we communicate our privacy notice?

At Windsor Medical Practice, the privacy notice is displayed on our website, through signage in the waiting room and in writing during the patient registration process.

Why do we collect information about you?

To help our clinical and administrative teams provide you with the best possible care, we need to collect and process information about you. This information may be held in paper or electronic form

What personal information do we collect?

We collect information that you provide directly, as well as information shared with us by other organisations involved in your care. This may include personal details such as your name, address and contact information, as well as more sensitive information, such as details about your health, test results, and aspects of your social or care needs.

What do we do with your information?

Your records are used to directly manage and deliver healthcare to you by ensuring the appropriate staff or agencies who are involved with your care are provided with such information which is relevant to them.

Who do we share your information with?

We may share your relevant personal information with other healthcare organisations, such as hospitals, out-of-hours services or Social Security. We may also share your information with other organisations, such as insurance providers, where you have given your explicit consent.

How we maintain your records

Your personal information is held both in paper and electronic formats for specific periods of time. We hold and process your data in accordance with the Data Protection (Jersey) Law 2018 and in addition our staff have a contractual duty to comply with our confidentiality policy regarding patient as well as Practice data.

Communication with you

We will communicate with you in ways that you have agreed to within our registration procedure and policy which you have the option to update, amend or change at any time.

Communication with us

Understandably we have an obligation to protect your data and privacy as well as ensure we have accurate and up to date information about you. When communicating with us we will take steps to verify we are actually communicating with you. This may be in a variety of identification ways depending on your enquiry.

What are your rights

In line with current legislation, you have the right to access the personal data we hold about you, such as your health records. You can request that any inaccurate or incomplete information is corrected, subject to certain conditions. You also have the right to refuse or withdraw consent for your data to be shared, and to request that your data is transferred to another provider.