

Privacy Notice for Children

What is a privacy statement?

A privacy notice helps your doctor's surgery tell you how it uses information it has about you, like your name, address, date of birth and all of the notes the doctor or nurse makes about you in your healthcare record.

Why do we need one?

Your doctor's surgery needs a privacy notice to make sure it meets the legal requirements which are written in a new document called the UK General Data Protection Regulation (or GDPR for short).

What is the UK GDPR?

The **UK GDPR** is the **UK General Data Protection Regulation**. It is a UK law which came into effect on 1st January 2021. It sets out the key principles, rights and obligations for most processing of personal data in the **UK**, except for law enforcement and intelligence agencies.

It helps your doctor's surgery keep the information about you secure. It was introduced to make sure that your doctor, nurse and any other staff at the practice follow the rules and keep your personal information safe.

At the surgery, we have posters and leaflets in our waiting room and we also have information about privacy on our website, telling you how we use the information we have about you.

What information do we collect about you?

Don't worry; we only collect the information we need to help us keep you healthy - such as your name, address, information about your parents or guardians, records of appointments, visits, telephone calls, your health record, treatment and medicines, test results, X-rays and any other information to enable us to care for you.

How do we use your information?

Your information is taken to help us provide your care. We might need to share this information with other medical teams, such as hospitals, if you need to be seen by a special doctor or sent for an X-ray. Your doctor's surgery may be asked to help with exciting medical research; but don't worry, we will always ask you, or your parents or adults with parental responsibility, if it's okay to share your information.

How do we keep your information private?

Your doctor's surgery knows that it is very important to protect the information we have about you. We make sure we follow the rules that are written in the UK GDPR and other important rule books.

What if I have got a long-term medical problem?

If you have a long-term medical problem then we know it is important to make sure your information is shared with other healthcare workers to help them help you, making sure you get the care you need when you need it!

Don't want to share?

All of our patients, no matter what their age, can say that they don't want to share their information. If you're under 16 this is something which your parents or adults with parental responsibility will have to decide. They can get more information from a member of staff at the surgery, who can also explain what this means to you.

How do I access my records?

Remember we told you about the GDPR? Well, if you want to see what is written about you, you have a right to access the information we hold about you, but you will need to complete a Subject Access Request (SAR). Your parents or adults with parental responsibility will do this on your behalf if you're under 16.

My Health Online (MHOL) - Online Registration for Booking Appointments and Ordering Repeat Prescriptions

Registering for My Health Online allows you to book a routine GP appointment 24 hours a day, cancel appointments no longer needed, check your repeat medication, order repeat prescriptions and make changes to your email and mobile contact number where appropriate. If you are under 13 years of age, your parents or legal guardians may register and act on your behalf. If you are between the ages of 13 and 16, you may authorize your parent or legal guardian to use My Health

Online on your behalf. Patients aged 16 years and over must register to use this service themselves. It is possible to de-register at any time. Please enquire at Reception for further information.

Direct Marketing

The practice sends out notifications regarding Clinical Services via SMS messages, voicemail, E-mails and letters to your guardian if you are under 16 years of age. These may include appointment reminders, information about flu clinics, health promotion information, cancellation of clinics and changes in service provision. If you are about to turn 16, you must contact the practice to update your contact details in order to receive the notifications yourself. You will be entitled to withdraw your consent for receiving notifications at any time by contacting the practice.

What do I do if I have a question?

If you have any questions, ask a member of the surgery team or your parents or adults with parental responsibility. You can ask to speak to the practice manager or her deputy.

What to do if you're not happy about how we manage your information?

We really want to make sure you're happy, but we understand that sometimes things can go wrong. If you or your parents or adults with parental responsibility are unhappy with any part of our data-processing methods, you can firstly speak to the Practice Manager. Should you still not be happy, you can complain. For more information, visit ico.org.uk and select 'Raising a concern'.

We always make sure the information we give you is up to date. Any updates will be published on our website, in our leaflets, and on our posters.

For NHS Wales Shared Services Partnership's Legal and Risk Services Privacy Notice, please follow this link:

<http://www.nwssp.wales.nhs.uk/privacy-notice-1>

This policy was reviewed in June 2021.