

# Millwood Medical Practice - Privacy Notice

Millwood Medical Practice is committed to protecting your privacy and ensuring that your personal information is handled securely and lawfully.

This Privacy Notice explains:

- Why we collect information about you
- How we use your information
- Who we may share it with
- How we keep your information secure
- Your rights regarding your personal data



## Who We Are

Millwood Medical Practice is the Data Controller for the personal information we hold about you.

### **Practice Address**

Mill Lane, Bradwell, Great Yarmouth, NR318HS

### **Telephone**

01493 661549

### **Data Protection Officer Contact:**

Kafico, Emma Cooper, Emma.cooper@kafico.co.uk



## Why We Collect Information About You

Healthcare professionals who provide you with care maintain records about your health and treatment. These records help ensure you receive the best possible healthcare.

We collect and use your information to:

- Provide safe and effective healthcare and treatment
- Manage and administer NHS services
- Communicate with you regarding appointments, test results, and treatment

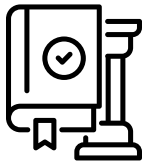
- Refer you to other healthcare providers
- Monitor and improve the quality of care provided
- Comply with legal and regulatory obligations
- Support NHS planning, public health, and commissioning activities



## What Information We Collect

We may collect and process the following information about you:

- Personal details (name, address, date of birth, NHS number, contact details)
- Next of kin/emergency contact details
- Details of your appointments and consultations
- Medical history and health records
- Test results, scans, and reports
- Information from other healthcare providers involved in your care
- Relevant information from relatives or carers where appropriate



## Lawful Basis for Processing Your Information

We process your personal data under the following lawful bases:

- **UK GDPR Article 6(1)(c):** Legal obligation
- **UK GDPR Article 6(1)(e):** Public task
- **UK GDPR Article 9(2)(h):** Provision of health or social care

Where consent is required for specific processing activities, we will obtain it separately.



## How We Use Your Information

Your information may be used to:

- Deliver direct healthcare services
- Arrange referrals and follow-up care
- Prescribe medication
- Conduct clinical audits and quality assurance
- Investigate complaints or incidents
- Meet statutory and contractual reporting requirements



## Who We Share Your Information With

We may share your information where appropriate with:

- NHS hospitals and trusts
- Community healthcare services
- Out of Hours services
- Pharmacies
- Ambulance services
- Social care providers
- NHS England / Integrated Care Boards
- Approved data processors providing IT and administrative support

We only share information necessary for the purpose and where lawful to do so.



## Data Processors

We use trusted third-party organisations to process data on our behalf, such as:

- Clinical system providers
- Document management providers
- IT support providers
- NHS digital services providers

All processors are contractually required to keep your information secure and confidential.



## How We Keep Your Information Secure

We maintain strict security standards to protect your information, including:

- Secure NHS-approved clinical systems
- Role-based access controls
- Staff confidentiality training
- Data protection and cybersecurity policies
- Regular audits and monitoring



## How Long We Keep Your Information

We retain healthcare records in accordance with the **NHS Records Management Code of Practice** and other legal requirements.



## Your Rights

Under UK GDPR, you have rights including:

### Right of Access

You may request access to your records through a Subject Access Request.

### Right to Rectification

You may ask us to correct inaccurate or incomplete information.

### Right to Object

You may object to certain processing where applicable.

### Right to Restrict Processing

You may request limits on how we use your data in certain circumstances.

### Right to Withdraw Consent

Where processing is based on consent, you may withdraw this at any time.



## National Data Opt-Out

You may choose whether your confidential patient information is used for research and planning.

More information is available via the NHS National Data Opt-Out service.



## Complaints

If you have concerns about how your data is handled, please contact the Practice Manager or Data Protection Officer first.

You also have the right to complain to:

### **Information Commissioner's Office (ICO)**

Website: <https://www.ico.org.uk>

Helpline: 0303 123 1113