

Privacy Notice

OVERVIEW

Maintaining the security of your data is a priority at Clinical Partnership and we are committed to respecting your privacy rights and will adhere to all rules set out by the data protection laws and the General Data Protection Regulation (GDPR). We pledge to handle your data fairly and legally at all times. Clinical Partnership is also dedicated to being transparent about what data we collect about you and how we use it.

This document provides you with information about:

- how we use your data and personal information;
- what personal data we collect;
- how we ensure your privacy is maintained;
- your legal rights relating to your personal data and
- how to make a complaint.

THE INFORMATION WE COLLECT FROM YOU

Information must be collected as part of your registration with our online services or as part of one of our clinic services. This includes information such as:

- Details about you such as name, address, contact information, NHS no, and next of kin. (Failing to provide us with this information may result in us being unable to provide treatment)
- Any contact you have with Clinical Partnership such as appointments and emails
- Notes and reports about your health
- Details about your treatment and care
- Results of investigations such as laboratory tests and scans.
- Date of birth and gender
- Demographic information such as postcode, IP address and preferences and interests

To ensure that you receive the best possible care, your records are used to facilitate the care you receive. Information may be used to help protect the health of the public and may be used within our service for clinical audit to monitor the quality of care provided.

Some information may be used for reporting purposes. Where we use this information, strict measures are in place to ensure that individual patients cannot be identified.



OUR LAWFUL BASIS

Our Lawful Basis We only collect and use personal information about you when the law allows us to. By the law, we are mainly referring to:

- General Data Protection Regulation 2018
- Data Protection Act 2018
- Human Rights Act 1998

Most commonly, we use your data with the following lawful basis:

1. The data subject (you) have given consent to the processing
2. Processing is necessary for the performance of a contract
3. Processing is necessary for compliance with a legal obligation to which the controller is subject
4. Processing is necessary in order to protect the vital interests of the data subject
5. Processing is necessary for the purpose of the legitimate interest pursued by the controller or third party

HOW WE USE YOUR DATA

When you provide personal information to us, the purpose for which you are providing the personal information will always be made clear.

We may use this information for some or all of the following reasons:

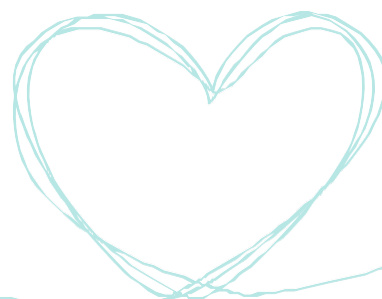
- To provide you with the information, treatments, products and services that you request from us
- Internally, to inform decisions about our business operations or strategy
- To notify you about changes to our service
- To send you text notifications to remind you of any appointments booked with us
- To contact you for post-treatment, follow up and care, including survey requests in order to improve our service

WHO WE SHARE YOUR DATA WITH

We take our obligations under the General Data Protection Regulation and our clinical confidentiality requirements very seriously.

Sensitive information relating to your medical history will be kept confidential and will only be disclosed to the individuals involved with delivering your treatment.

We will not disclose your information to any third party without your permission unless there are exceptional circumstances (i.e. Life or death situations) or where the law requires such information to be shared. This means we may be required to share your information,



with the following organisations;

- HS Trusts and Foundation Trusts
- Referring GPs
- NHS Commissioning Support Units
- Clinical Commissioning Groups
- Police and Judicial Services

CCTV

We do not have any access to any CCTV records video in the settings that we use to carry out our community clinics. Please see the practices/clinics individual privacy notice for further info.

YOUR INFORMATION

We cannot guarantee that the information you send us is secure, but Clinical Partnership will not transfer your data outside of the European Economic Area. Backups of electronically stored data are taken regularly, with strong encryption used to protect all files.

Under the General Data Protection Regulation, we will only hold personal identifiable data for the maximum retention period. A copy of our lifecycle policy is available upon request from our Information Assurance Team.

HOW WE PROTECT YOUR DATA

Clinical Partnership is committed to keeping your personal data safe and secure. Our security measures include:

- Encryption of our hard-drives and software
- Password protection of our computer systems
- Limited access to data files and paper records to trained staff
- Regular software updates and security monitoring
- Ongoing contract with a specialist IT provider for cyber security, software advice and IT maintenance
- Internal policies and training of our staff relating to data security
- DBS vetting of staff who have access to personal data
- Paper records held securely in locked cabinets with limited access
- Encrypted off site data back up
- Professional destruction of personal data

TRAINING COURSES

Clinical Partnership is involved in teaching and may request your permission to share clinical photographs and audiovisual recordings for teaching. This is only done with your written permission and special consent.



WEBSITE COOKIES

When someone visits www.clinicalpartnership.co.uk or www.dermatology.co.uk, we use a third- party service, Wix.com, to collect standard internet log information and details of visitor behavior-patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Wix to make, any attempt to find out the identities of those visiting our website. For more information go to Wix privacy notice www.wix.com/about/privacy

Our secure healthcare software provider operates its own cookies policy, please visit their website: www.theworldhealthnet.co.uk

YOUR RIGHTS

In this Section, we have summarised the rights that you have under General Data Protection Regulation. Some of the rights are complex, and not all the details have been included in our summaries. Accordingly, you should read the relevant laws and guidance from the regulatory authorities for a full explanation of these rights. Please note, not all these rights are absolute, and we can refuse to comply with rights in certain scenarios. If this is ever the case, you will be notified with all the relevant information.

Your principal rights under General Data Protection Regulation are:

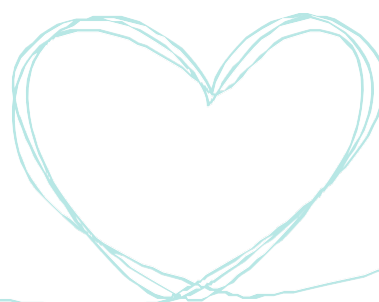
Right to be Informed
Right to Access
Right to Rectification
Right to Erasure
Right to Restrict Processing
Right to Object
Right to Data Portability

For more information about your rights, visit <https://ico.org.uk/>

CONTACT INFORMATION

If you have any questions relating to your personal data or if you wish to exercise your rights regarding your personal data, please contact our Information Assurance Team by one of the following methods

- Phone: 01482 908208 ext 5
- Email: info@clinicalpartnership.co.uk
- Post: Clinical Partnership, The Octagon, Hesslewood Business Park, Hessle, HU13 0LH



COMPLAINTS

We take any complaints about our collection and use of personal information very seriously. If you think that our collection or use of personal information is unfair, misleading or inappropriate, or have any other concern about our data processing, please raise this with us in the first instance.

To make a complaint please contact our Information Assurance dept.

Alternatively, you can make a complaint to the Information Commissioner's Office:

By Post:

Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF By

Website: [Click Here](#)

By Phone: 0303 123 1113 (Local rate) or 01625 545 745 (National rate)

Clinical Partnership are fully registered with the Supervisory Authority under reference: ZA179855

INFORMATION ASSURANCE TEAM

To ensure data subjects have a voice within the business, Clinical Partnership's Information Assurance Team ensure GDPR and Information Security compliance is continuously monitor and improved in accordance with the law. The team should be your main point of contact should you have any questions or issues with the way in which Clinical Partnership process your personal data. To contact our team, you can use one of the following options:

Email: info@clinicalpartnership.co.uk

Post: Information Assurance Team

THE OCTAGON
HESSLEWOOD BUSINESS PARK
FERRIBY ROAD
HESSLE
HULL
EAST YORKSHIRE
HU13 0LH

THIS NOTICE

We keep this Policy under regular review. This Policy was last updated on 6/10/2020. We reserve the right to update this privacy notice