

# Children's Privacy Notice

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Cadwgan Surgery has a legal duty to explain how we use any personal information we collect about you, as a registered patient, at the organisation. Staff at this organisation maintain records about your health and the treatment you receive in electronic and paper format.

## WHAT IS A PRIVACY NOTICE AND WHY DOES IT APPLY TO ME?

A privacy notice tells people how organisations use information that they hold about them. A new law called the UK General Data Protection Regulation 2016, also known as GDPR, says that we need to provide you with this privacy notice and let you know:

- What information we hold about you
- How we keep this especially important information safe and secure and where we keep it
- How we use your information
- Who we share your information with
- What your rights are
- When the law gives us permission to use your information



## WHY DOES THE LAW SAY YOU CAN USE MY INFORMATION?

The law gives us permission to use your information in situations where we need it to take care of you. Because information about your health is very personal, sensitive and private to you, the law is very strict about how we use it.

So, before we can use your information in the ways we have set out in this privacy notice, we have to have a good reason in law which is called a 'lawful basis'. Not only do we have to do that, but we also have to show that your information falls into a special group or category because it is very sensitive. By doing this, the law makes sure we only use your information to look after you and that we do not use it for any other reason.

If you would like more information about this, please ask to speak to our data protection officer (DPO) mentioned in this privacy notice who will explain this in more detail.





## ABOUT US

We, at Cadwgan Surgery, are responsible for collecting, storing and handling your information when you are registered with us as a patient. Because we do this, the law says we are the data controller. Sometimes we may use your information for a particular purpose and, when we do so, the law says we are the data processor.

## WHAT INFORMATION DO WE HOLD ABOUT YOU?

Personal information is anything that identifies you as a person and we all have personal information. Personal information that tells us something about you includes:

- Your name
- Address
- Mobile number
- Information about your parent(s) or person with parental responsibility
- All your health records
- Appointment records
- Treatments you have had
- Medicines prescribed for you and any other information to help us look after you



## HOW DO WE KEEP IT SAFE?

- The law says that we must do all we can to keep your information private, safe and secure.
- We use secure computer systems and we make sure that any written information held about you is under lock and key and kept in a safe place. This includes taking great care with any passwords we use which we change on a regular basis. We also train our staff to respect your privacy and deal with your information in a manner that makes sure it is always kept and dealt with in a safe way.



## WHAT DO WE DO WITH YOUR INFORMATION?



- We only usually use your information to help us care for you. That means we might need to share your information with other people who are concerned and involved with looking after your health.
- We might need to share your information with the police, courts, social services, solicitors and other people who have a right to your information, but we always make sure that they have a legal right to see it (or have a copy of it) before we provide it to them.

## WHO ELSE WILL SEE MY INFORMATION?

Usually only doctors, nurses and other people who work with us are allowed to see your information.

Sometimes though, if you need to go to the hospital or be seen by a special doctor, we will share your information with them but this is only so that we can take care of you.



- Sometimes we might be asked to take part in medical research that might help you in the future. We will always ask you or your parent(s) or adult with parental responsibility if we can share your information if this happens.
- Possibly the police, social services, the courts and other organisations and people who may have a legal right to see your information.

## WHAT IF I WANT TO SEE MY INFORMATION YOU HOLD ABOUT ME?



- If you want to see what information we hold about you then you have a right to see it and you can ask for it.
- To ask for your information you will usually need to put your request in writing and tell us what information you want us to give you. You can also speak to a member of staff and they will be able to help you.
- We usually need to answer you within one month. Your parent(s) or adult with parental responsibility can help you with this if you need help.
- We will give this to you free of charge.
- If you think there are any errors in the information we hold about you then you can ask us to correct it but the law says we cannot remove any of the information we hold about you even if you ask us to. This is because we need this information to take care of you.

- You have a right to ask us not to share your information.
- If you would like to talk to us about not sharing your information, even if this means you do not want us to share your information with your parent(s) or adult with parental responsibility, please let us know. We will be happy to help.

### WHAT IF I WANT TO OPT OUT OF SHARING MY DATA?

When you register at Cadwgan Surgery you or your parent(s) or adult with parental responsibility will be asked to complete a registration form which will inform you how to opt out of the NHS Individual Health Record.

If you don't want your data to be shared outside of the Practice or to be used for planning and research purposes, then please contact us so we can apply your opt-out preferences.

### WHAT IF I HAVE A QUESTION?

Should you have any questions about our privacy policy or the information we hold about you, you can:

- Contact the Practice on 01492 515787. GP practices are data controllers for the data they hold about their patients
- Write to our data protection officer at:

Digital Health and Care Wales (DHCW)  
 Information Governance, Data Protection Officer Support Service  
 6th Floor, Tŷ Glan-yr-Afon  
 21 Cowbridge Road East  
 Cardiff  
 CF11 9AD  
 Email : [DHCWGMPDPO@wales.nhs.uk](mailto:DHCWGMPDPO@wales.nhs.uk)

- Ask to speak to the practice manager Mrs Shelagh Hughes or her deputy Ms Karen Owen. The data protection officer (DPO) for Cadwgan Surgery is Mrs Shelagh Hughes, Practice Manager.



## WHAT IF I HAVE A SERIOUS COMPLAINT ABOUT HOW YOU LOOK AFTER MY INFORMATION?

In the unlikely event that you are unhappy with any element of our data processing methods, do please contact the practice manager Mrs Shelagh Hughes at Cadwgan Surgery in the first instance. If you feel that we have not addressed your concern appropriately, you have the right to lodge a complaint with the ICO:

Information Commissioner's Office  
Wycliffe House  
Water Lane,  
Wilmslow SK9 5AF  
Website: [www.ico.org.uk](http://www.ico.org.uk)  
Tel: 0303 123 1113

For further details, visit [ico.org.uk](http://ico.org.uk) and select "Make a Complaint".

The Information Commissioner's Office is the regulator for the General Data Processing Regulations and offers independent advice and guidance on the law and personal data including your rights and how to access your personal information.

## UPDATES TO THIS PRIVACY NOTICE

- The law says we must keep all information we provide in this PRIVACY NOTICE up to date.
- This privacy notice was last updated on 1<sup>st</sup> June 2022 and will be reviewed on 1<sup>st</sup> June 2024

