

306 Medical Centre: Privacy Information Leaflet

How we use your information

This leaflet explains, in simple terms, how 306 Medical Centre collects, uses and protects information about you.

We take the confidentiality and security of your information seriously and only use information where there is a lawful and appropriate reason to do so.

Our full **Privacy Notice** provides more detailed information about how we process personal information and your rights.

Why do we need a Privacy Notice?

The law requires organisations such as GP practices to be open and transparent about how they collect and use personal information.

Our Privacy Notice explains:

- what information we collect;
- why we collect and use it;
- who we may share it with;
- how we keep it secure;
- how long we keep it; and
- your rights in relation to your information.

Our processing of personal information is governed principally by the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**, together with relevant NHS and confidentiality requirements.

What information do we collect about you?

We only collect information that is relevant and necessary for the purposes for which it is being used.

This may include:

- your name, address and contact details;
 - date of birth and NHS number;
 - information about your family, parents, guardians or carers where relevant;
 - details of your appointments and consultations;
 - your medical and healthcare records;
 - information about your treatment and medicines;
 - test and investigation results;
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- hospital and other healthcare correspondence;
- information about referrals and care provided by other services; and
- other information necessary to provide and coordinate your healthcare.

Health information is particularly sensitive and is subject to additional legal protections.

How do we use your information?

The main reason we use your information is to **provide and coordinate your healthcare**.

For example, we may use your information to:

- assess and treat you;
- arrange appointments and communicate with you;
- prescribe and monitor medicines;
- arrange referrals to hospitals and other healthcare services;
- receive information from hospitals and other healthcare professionals;
- maintain an accurate healthcare record;
- provide preventative healthcare;
- manage safeguarding concerns;
- undertake clinical audit and quality improvement;
- support public health activities; and
- meet our legal, contractual and regulatory responsibilities.

We may sometimes use or share information for other lawful purposes, including planning healthcare services, statutory reporting and approved research.

Where consent is required, we will seek it appropriately. **Consent is not required for every use of healthcare information**, and there are circumstances where the law permits or requires information to be used or shared without consent.

Who might we share your information with?

Where necessary and lawful, we may share relevant information with healthcare professionals and organisations involved in your care.

This may include:

- hospitals and specialist services;
- community healthcare services;
- pharmacies;
- other GPs or healthcare professionals;
- laboratories and diagnostic services;
- social care services where appropriate;
- safeguarding services;

- NHS organisations and commissioners; and
- other organisations where there is a lawful and necessary reason.

We only share information that is necessary and appropriate for the purpose.

We do not sell your personal information.

Can I object to information being shared?

You can ask us about how your information is being used and, in some circumstances, you can object to particular types of processing or request that processing is restricted.

However, it is important to understand that **you cannot necessarily prevent all sharing of information.**

For example, there may be circumstances where information must be shared because:

- the law requires it;
- it is necessary to protect someone from serious harm;
- there are safeguarding concerns;
- it is necessary for your direct healthcare; or
- there is another legal basis for sharing the information.

If you have concerns about information sharing, please speak to a member of the Practice team.

What if I have a long-term medical condition?

If you have a long-term or complex health condition, it may be particularly important that relevant information is available to the healthcare professionals involved in your care.

Sharing appropriate information can help ensure that:

- different healthcare teams understand your medical history;
- your medicines and treatment are coordinated;
- important test results and clinical information are available; and
- you receive safe and appropriate care.

We will only share information where there is a lawful and appropriate reason to do so.

What about children and young people?

Children and young people have rights relating to their personal information.

Where appropriate, parents or people with parental responsibility may be involved in decisions about a child's healthcare and access to information.

However, a young person may be able to make decisions about their healthcare and information themselves, depending on their age, understanding and capacity.

There is **no automatic rule that parents have unrestricted access to a child's medical record simply because they have parental responsibility.**

The Practice will consider the individual circumstances and applicable legal and professional guidance.

If you are a young person and would like to discuss confidentiality or access to your records, please speak to a member of the Practice team.

How do we keep your information private?

We have systems and procedures in place to protect your information from:

- unauthorised access;
- accidental loss;
- inappropriate disclosure;
- alteration;
- destruction; and
- other unlawful processing.

Only people who have a legitimate reason to access information as part of their role should do so.

All Practice staff and workers are required to comply with confidentiality, information governance and data protection requirements.

Can I see my medical records?

Yes. You generally have the right to access personal information that we hold about you.

You can make a **Subject Access Request (SAR)** to the Practice.

In some circumstances, information may be withheld where the law allows or requires this.

If you would like to request access to your records, please contact the Practice Manager.

What if I think my information is wrong?

Please tell us if you believe information we hold about you is inaccurate or incomplete.

We will review the information and, where appropriate, correct it.

Who is responsible for protecting your information?

Caldicott Guardian:

Dr M Chawdhery

Practice Manager / Data Protection contact:

Mr Mo Dawood

For general enquiries about how we use your information:

Email:

selicb.306medicalcentre@nhs.net

Telephone:

0208 693 4704

The Practice also has access to specialist Data Protection Officer support through the NHS/ICB arrangements.

GP DPO Service:

Email: GPDPO@selondonics.nhs.uk

What if I am unhappy about how we use my information?

We want to make sure that your information is handled appropriately.

If you have concerns, please contact the **Practice Manager in the first instance** so that we can investigate and respond to your concerns.

You can also raise a concern with the **Information Commissioner's Office (ICO)**.

[Information Commissioner's Office – Making a complaint or raising a concern](#)

Where can I find more information?

Our full **306 Medical Centre Privacy Notice** provides more detailed information about:

- the information we collect;
 - why we use it;
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- our lawful bases for processing;
- information sharing;
- retention;
- your data protection rights; and
- how to contact us.

The Privacy Notice is available from the Practice and through our website.

We keep our privacy information under regular review and will update it when necessary.

306 Medical Centre

306 Lordship Lane

London

SE22 8LY

Privacy Notice reviewed: August 2026

Next review: August 2029