

306 MEDICAL CENTRE

PRIVACY NOTICE – PATIENT INFORMATION

Date of issue: August 2026

1. Introduction

306 Medical Centre is committed to protecting the privacy, confidentiality and security of your personal information.

This Privacy Notice explains how we collect, use, store and share personal information about our patients and how you can exercise your rights in relation to your information.

306 Medical Centre is a **Data Controller** for the personal information we process in connection with the provision of primary healthcare services.

We process personal information in accordance with the **UK General Data Protection Regulation (UK GDPR), Data Protection Act 2018, common law duty of confidentiality, NHS information governance requirements and relevant NHS guidance.**

Our primary purpose in collecting and using your information is to provide you with safe, effective and appropriate healthcare.

2. What information do we collect about you?

We collect information that is necessary to provide and manage your healthcare.

This may include:

- Your name, address, date of birth and contact details
- NHS number and other identifying information
- Details of your registered GP
- Details of appointments and consultations
- Telephone and other communications with the Practice
- Your medical history
- Symptoms, diagnoses and clinical findings
- Details of examinations, treatment and care
- Medication and prescribing information
- Laboratory and other investigation results
- Hospital and specialist correspondence
- Information received from other healthcare professionals
- Information about carers, representatives or emergency contacts where relevant
- Safeguarding information where appropriate
- Information about your communication or accessibility requirements

- Information required to administer NHS services
- Other information necessary to provide or manage your healthcare.

Some of the information we process is **special category data**, particularly information concerning your health. This receives additional protection under data protection law.

We will seek to ensure that the information we collect is relevant, necessary and proportionate to the purpose for which it is being processed.

3. Where do we obtain information from?

Information will normally be obtained directly from you.

We may also receive relevant information from other organisations or individuals involved in your care, including:

- NHS hospitals and NHS Foundation Trusts
- Other GP practices
- NHS 111 and urgent care services
- Community healthcare services
- Ambulance services
- Pharmacies
- Dentists and opticians
- Mental health services
- Social care services
- Other healthcare professionals
- Carers, relatives or representatives where appropriate
- Other organisations where there is a lawful basis to obtain the information.

Information received from other healthcare organisations may be incorporated into your clinical record where it is relevant to your care.

4. How do we use your information?

Your information is primarily used to provide you with healthcare.

We may use your information to:

- Assess, diagnose and treat you
- Arrange and manage appointments
- Prescribe and manage medicines
- Make referrals to other healthcare services
- Receive and review hospital and specialist correspondence
- Monitor and follow up your health
- Provide continuity of care
- Communicate with you about your healthcare

- Provide screening, vaccination and chronic disease management
- Support safeguarding
- Manage and administer the Practice
- Conduct clinical audit
- Monitor and improve the quality and safety of our services
- Support NHS planning and service management
- Meet statutory and regulatory requirements
- Support public health activities
- Prevent or detect serious crime where legally permitted
- Participate in approved research where the appropriate legal, ethical and information-governance requirements have been met.

Information may also be used for NHS planning, service evaluation, population health management and statistical purposes.

Where appropriate, information will be anonymised or pseudonymised so that individual patients cannot be directly identified.

5. Lawful basis for using your information

Data protection law requires us to have a lawful basis for processing personal information.

For the provision and management of healthcare, we will generally rely upon:

Article 6(1)(e) UK GDPR – Public Task

Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority.

For health information and other special category data, we will generally rely upon:

Article 9(2)(h) UK GDPR – Health or Social Care

Processing is necessary for the provision of health or social care or the management of health or social care systems and services.

Other lawful bases may apply depending on the particular circumstances, including where we have a legal obligation or where consent is specifically required.

The use of your information for healthcare does **not normally depend upon your consent under data protection law**. Healthcare information is subject to separate requirements concerning confidentiality, including the common law duty of confidentiality.

6. Confidentiality and information sharing

Everyone working at or for 306 Medical Centre has a legal and professional duty to respect the confidentiality of patient information.

We will only share confidential information where there is an appropriate lawful basis and where sharing is necessary and proportionate.

Information may be shared with healthcare professionals involved in your care where this is necessary to provide safe and effective treatment.

Appropriate information sharing is an essential part of coordinated healthcare. The Practice will consider both the duty to protect confidentiality and the circumstances in which information should appropriately be shared.

Where you object to information being shared for your individual care, we will consider your objection. However, there may be circumstances where information can or must still be shared, including where there is an overriding public interest or a legal requirement.

7. Who may we share your information with?

Where necessary and lawful, information may be shared with organisations involved in your care or in the provision and management of health and care services, including:

- NHS hospitals and NHS Foundation Trusts
- Other GP practices
- Community healthcare services
- NHS 111 and urgent care services
- Ambulance services
- Pharmacies
- Dentists and opticians
- Mental health services
- Social care services
- Primary Care Networks
- Integrated Care Boards and other NHS organisations
- Local authorities
- Public health organisations
- Other healthcare providers
- Approved research organisations
- Regulatory and statutory bodies
- Emergency services
- Police or other authorities where there is a lawful basis to do so
- Organisations providing services to the Practice under formal data-processing arrangements.

We will not sell your personal information or use your health information for direct marketing.

8. Sharing information for purposes other than individual care

Information may also be used to support:

- NHS planning
- Public health
- Clinical audit
- Quality improvement
- Service evaluation
- Population health management
- Healthcare research
- Statistical analysis.

Where information is used for these purposes, appropriate safeguards will be applied.

Where possible and appropriate, information will be anonymised or pseudonymised.

Some processing takes place under national NHS programmes and statutory arrangements and does not necessarily require individual consent.

You may have specific rights to object to certain types of processing. If you have concerns about how your information is being used, please contact the Practice.

9. Risk stratification and population health management

The NHS uses information from a number of sources to help identify patients who may be at increased risk of particular illnesses or who may benefit from preventative healthcare.

This is sometimes known as **risk stratification** or **population health management**.

Information may be analysed using approved systems to identify individuals or groups who may benefit from additional healthcare or preventative intervention.

Appropriate safeguards and access controls will apply to any identifiable information.

Patients may have rights to object to certain uses of their information. The Practice can provide further information about the arrangements applicable to a particular programme.

10. Medicines management

The Practice may process information about your medicines and prescribing history to support safe and effective medicines management.

This may include reviewing:

- The safety of prescribed medicines
 - Drug interactions
 - Dosage
 - Repeat medication
 - Long-term medication
 - Medication reviews
 - Appropriate and effective use of medicines.
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11. London Care Record

306 Medical Centre participates in the **London Care Record**.

The London Care Record is a secure system that enables authorised health and care professionals involved in your care to access relevant information about you.

The purpose is to support safer and better-coordinated care by allowing relevant information to be available when it is needed.

Access is restricted to authorised users with a legitimate reason to access your information.

Your information is not made publicly available, sold or used for advertising.

You have rights in relation to the sharing of your information through shared care records. If you have concerns or wish to discuss an objection or restriction, please contact the Practice.

12. Services and systems used by the Practice

The Practice uses a number of secure systems and external service providers to support patient care and Practice administration.

Where an organisation processes personal information on our behalf, it will act as a **data processor** and will be required to process information in accordance with our instructions and applicable data-protection requirements.

iGPR

We use **iGPR Technologies Limited** as a data processor to assist the Practice with certain requests for patient information and medical reports.

This may include:

- Subject Access Requests
- Requests made by authorised representatives

- Medical reports
- Certain insurance-related requests where legally permitted.

iGPR processes information on our instructions and in accordance with applicable data-protection legislation.

Accurx

We use **Accurx** to support secure communication with patients and the delivery of healthcare services.

This may include:

- Appointment communications
- Clinical communications
- Patient questionnaires
- Treatment and follow-up
- Other healthcare-related communications.

iPLATO

We use **iPLATO** as a data processor to support patient communication and healthcare services where applicable.

NHS App

The Practice may use NHS App services to communicate with patients about their healthcare.

Patients using the NHS App may receive relevant messages through the service.

The processing of information by these services is subject to their respective contractual arrangements, NHS information-governance requirements and applicable privacy information.

13. Home testing and NHS programmes

The Practice may participate in approved NHS programmes designed to support prevention, early diagnosis and management of disease.

Where appropriate, relevant patient information may be shared with an organisation delivering such a programme where there is a lawful basis for doing so.

For example, the Practice may participate in programmes supporting patients at risk of chronic kidney disease through home urine testing.

Where such a programme applies to you, relevant information about how your information will be used and the organisation involved will be provided.

14. Data processors

The Practice uses carefully selected organisations to provide services on our behalf.

These may include providers of:

- Clinical systems
- IT services
- Secure communications
- Document management
- Medical reporting
- Appointment systems
- Website services
- Telephone systems
- Data storage
- Archiving.

Where a third party processes personal information on behalf of the Practice, appropriate contractual and information-governance safeguards will be in place.

15. Keeping your information secure

We take appropriate technical and organisational measures to protect your information against:

- Unauthorised access
- Unauthorised disclosure
- Loss
- Destruction
- Damage
- Accidental disclosure
- Other inappropriate use.

Access to patient information is restricted according to staff roles and responsibilities.

All staff and contractors are required to maintain confidentiality and comply with the Practice's information-governance, confidentiality and security requirements.

16. How long do we keep your information?

We retain healthcare records in accordance with the **NHS Records Management Code of Practice** and other applicable NHS requirements. NHS England confirms that GP records are subject to formal records-management and retention requirements.

The Practice will not retain personal information for longer than necessary, subject to legal, regulatory and NHS retention requirements.

The right to erasure does not generally mean that a patient can require their medical record to be deleted where there is a legal or public-interest requirement to retain it.

17. Your information rights

Depending on the circumstances, you may have rights under data-protection legislation including:

- The right to be informed about how your information is used
- The right to access your personal information
- The right to request correction of inaccurate information
- The right to object to certain processing
- The right to request restriction of processing in certain circumstances
- The right to data portability where applicable
- The right to withdraw consent where consent is the lawful basis for processing
- Certain rights relating to automated decision-making and profiling.

Not all rights apply in every circumstance. Some rights are subject to exemptions under data-protection and healthcare legislation. The ICO confirms that the availability of particular rights depends upon the lawful basis and circumstances of the processing.

18. Access to your medical records

You have a right to request access to personal information held about you. This is commonly known as a **Subject Access Request (SAR)**.

A request can be made verbally or in writing, although the Practice may need sufficient information to identify you and locate the information requested.

We may need to verify your identity before providing information.

There is normally **no charge** for making a SAR. A reasonable fee may be charged only in limited circumstances permitted by law.

The Practice will normally respond **without undue delay and within one month** of receiving the request and any information reasonably required to verify your identity or authority. In certain complex circumstances, the response period may be extended by up to a further two months.

Information may be withheld or redacted where a legal exemption applies, including in circumstances involving third-party information or where disclosure would be likely to cause serious harm.

19. Keeping your information accurate

It is important that the information we hold about you is accurate and up to date.

Please tell us if your:

- Name
- Address
- Telephone number
- Email address
- Date of birth
- Emergency contact details

or other relevant information changes.

You may also ask us to correct information that you believe is inaccurate or incomplete.

20. Children and young people

Children and young people have rights in relation to their personal information and healthcare records.

The ability of a child or young person to make decisions about their healthcare information will depend on their age, maturity and understanding.

Parents or people with parental responsibility do not automatically have an unrestricted right to access a child's health records.

Where appropriate, the Practice will consider the child's wishes, capacity and best interests together with the legal rights of parents or representatives.

21. Research

The Practice may participate in research or research-related activities.

Where patient information is used for research, appropriate legal, ethical and information-governance requirements must be met.

Depending on the circumstances, research may involve:

- Anonymised information
- Pseudonymised information
- Identifiable information where there is an appropriate lawful basis
- Specific patient consent where this is required.

Where your specific consent is required, this will be obtained before your identifiable information is used for that purpose.

22. Confidentiality after death

The Practice continues to treat information about deceased patients with appropriate confidentiality.

Access to or disclosure of information relating to deceased patients is subject to the applicable legal and professional framework, including the **Access to Health Records Act 1990** where applicable.

23. Complaints and concerns about your information

If you have concerns about the way we handle your personal information, please contact the Practice in the first instance.

We will investigate your concern and seek to resolve it.

If you remain dissatisfied, you may complain to the **Information Commissioner's Office (ICO)**.

[Information Commissioner's Office – Make a complaint](#)

24. Who is the Data Controller?

306 Medical Centre is the Data Controller for the personal information we process in connection with our Practice services.

Practice address

306 Medical Centre
306 Lordship Lane
London SE22 8LY

Practice contact: Email: selicb.306medicalcentre@nhs.net Telephone: 020 8693 4704

Caldicott Guardian: Dr M Chawdhery

Practice Manager / Data Protection Lead: Mr Mo Dawood

Where the Practice's Data Protection Officer is provided through an external NHS service, the current DPO contact arrangements will be made available by the Practice.

25. Changes to this Privacy Notice

We keep this Privacy Notice under regular review.

It may be updated when there are changes to:

- Data-protection legislation
- NHS requirements
- Information-sharing arrangements
- Technology or systems used by the Practice
- Services provided by the Practice
- Relevant guidance from the ICO, NHS England or other competent authorities.

The latest version will be available on the Practice website and, where appropriate, at the Practice premises.

References and further information

This Privacy Notice has been prepared with reference to current UK data-protection and NHS information-governance requirements, including:

- **UK General Data Protection Regulation (UK GDPR)**
- **Data Protection Act 2018**
- **NHS Records Management Code of Practice**
- **NHS information-governance guidance**
- **ICO guidance on transparency and privacy notices**
- **ICO guidance on individual rights and Subject Access Requests**

The ICO's current health and social care privacy-notice guidance recommends that notices clearly explain contact details, information collected and used, lawful bases, sources, retention, rights and complaints.

NHS England also confirms that appropriate records-management arrangements apply to GP records, including their creation, maintenance, retention and disposal.