PRIVACY NOTICE

How Cumbria Medical Services uses your information to provide you with healthcare

Cumbria Medical Services (CMS) keeps medical records confidential and complies with the General Data Protection Regulation (GDPR).

We hold your information so that we can provide you with safe care and treatment.

We will also use your information so that we can check and review the quality of the care we provide. This helps us to improve our services to you.

- We will share relevant information with other health or social care staff or organisations when they provide you with care. For example, we will share relevant medical information about your treatment or procedure with your GP.
- More information on how we share your information with organisations who are directly involved in your care can be requested from the Practice Manager.
- You have the right to object to information being shared for your own care. Please speak to the practice if you wish to object. You also have the right to have any mistakes or errors corrected.

Other important information about how your information is used to provide you with healthcare

Registering for NHS care

- All patients who receive NHS care are registered on a national database.
- This database holds your name, address, date of birth and NHS Number but it does not hold information about the care you receive.
- The database is held by NHS Digital, a national organisation which has legal responsibilities to collect NHS data.
- More information can be found at: https://digital.nhs.uk/ or by contacting the general enquiries number NHS Digital is 0300 303 5678.

Safeguarding

- Sometimes we need to share information so that other people, including healthcare staff, children or others with safeguarding needs, are protected from risk of harm.
- These circumstances are rare.
- We do not need your consent or agreement to do this.

We are required by law to provide you with the following information about how we handle your information.

Data Controller contact details	Name:	Cumbria Medical Services Lower Floor Cockermouth Community Hospital Cockermouth

Date: *May 2018/ Reviewed June 2023*
Version: 2.*0*
Author: *Ange Glencross*

	Cumbria CA13 9HT Contact Number: 01900 233170 Email: info@cumbriamedicalservices.co.uk
Data Protection Officer contact details	Name: Dr Fayyaz Chaudhri Contact number: 01900 233170
Purpose of the processing	• To give direct health or social care to individual patients. • For example, when a patient agrees to a referral for direct care, such as to a hospital, relevant information about the patient will be shared with the other healthcare staff to enable them to give appropriate advice, investigations, treatments and/or care. • To check and review the quality of care. (This is called audit and clinical governance).
Lawful basis for processing	These purposes are supported under the following sections of the GDPR: *Article 6(1)(e) '…necessary for the performance of a task carried out in the public interest or in the exercise of official authority…'; and* *Article 9(2)(h) 'necessary for the purposes of preventative or occupational medicine for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services..."* Healthcare staff will also respect and comply with their obligations under the common law duty of confidence.
Recipient or categories of recipients of the processed data	CMS will share data with relevant organisations and individuals as listed below but **only with a lawful process condition** to do so: • Healthcare professionals and staff of CMS • Hospitals • Diagnostic and treatment centres • Healthcare social and welfare organisations • Suppliers, service providers, legal representatives • Auditors and audit bodies • Professional advisors and consultants
Rights to object	• You have the right to object to information being shared between those who are providing you with direct care. • This may affect the care you receive – please speak to CMS Staff. • You are not able to object to your name, address and other demographic information being sent to NHS Digital. • This is necessary if you wish to be registered to receive NHS care. • You are not able to object when information is legitimately shared for safeguarding reasons. • In appropriate circumstances it is a legal and professional requirement to share information for safeguarding reasons. This is to protect people from harm. • The information will be shared with the local safeguarding service
Right to Automated Decision Making	As an organisation we currently do not undertake any automated decision making, including profile activities

Right to access and correct	• You have the right to access your medical record and have any errors or mistakes corrected. Please speak to a member of staff. • We are not aware of any circumstances in which you will have the right to delete correct information from your medical record; although you are free to obtain your own legal advice if you believe there is no lawful purpose for which we hold the information and contact us if you hold a different view.
Retention period	Our medical records will be kept in line with the law and national guidance. Information on how long records are kept can be found at: https://digital.nhs.uk/article/1202/Records-Management-Code-of-Practice-for-Health-and-Social-Care-2016 or speak to a member of staff.
Right to complain	If you have a complaint about CMS we will use your information to communicate with you and investigate any complaint. Please note that the complaint will not form part of your health care record. Please contact: Address: Cumbria Medical Services Lower Floor Cockermouth Community Hospital Cockermouth Cumbria CA13 9HT Email: info@cumbriamedicalservices.co.uk You have the right to complain to the Information Commissioner's Office (ICO). If you wish to complain follow this link https://ico.org.uk/global/contact-us/ or call the helpline **0303 123 1113**
Data we get from other organisations	We receive information about your health from other organisations who are involved in providing you with health and social care. For example, if your GP refers you to our service for treatment they will share relevant information about your current and past medical history to enable us to provide you with appropriate care.