

Privacy Notice

Patient Information

Introduction

iSIGHT Clinic aims to be as transparent as possible and provide people with accessible information about iSIGHT, why it needs to collect data, what it does with the data, who it will be shared with and for how long it will be held.

Why do we need your information?

iSIGHT Clinic keeps records about your health and treatment to ensure the care you receive is effective, of good quality and meets your needs. We need information about you to create a care record that enables its staff to identify and contact you easily and to ensure appropriate services are offered to you. Information about you is used to help deliver care services to you, which include sharing with external organisations where appropriate so that the care services are integrated.

Information will also be used to contribute to the management of the clinic, which means your information will be used to ensure iSIGHT is paid for the services it provides or is held accountable for the quality of its services.

Whilst iSIGHT receives information from you when you come into contact with it, it also receives information about you from other individuals or organisations, such as when you are referred for treatment. iSIGHT needs enough information to be able to provide you with appropriate healthcare services.

What will it be used for?

iSIGHT Clinic processes your data in order to:

- Provide the appropriate services to you
- Review its standards of care to ensure they are safe and effective
- Teach or train healthcare professionals
- Review your suitability for and/ or carry out audits
- Undertake service evaluation
- Manage complaint, concerns and incidents

- Ensure iSIGHT is paid for the services that it provides

What Data is held?

There are two types of data that iSIGHT Clinic uses: personal and special category. Personal data means any information relating to a person who can be directly (eg. by name or picture) or indirectly (eg. by age, gender and post code) recognised. Special category data means any information relation to racial or ethnic origin, political opinions, trade union activities, physical or mental health, sexual health or details of criminal offences.

iSIGHT Clinic keeps data on you relation to who you are, where you live, your family, your habits, your GP, your symptoms, problems and diagnoses, the reason you seek help, your appointments, where, when and by whom you are seen, referrals to other health and social care providers, tests carried out both by iSIGHT and in other places, investigations and scans, treatments and outcomes of treatments, your medical history, the observations and opinions of other healthcare workers, within and outside iSIGHT Clinic.

iSIGHT Clinic will maintain a record of your care that consists of things such as:

- Any contacts you have with staff (eg. visits and appointments)
- Notes or a summary of discussions
- Treatment/care plans and results of any tests
- Relevant information provided from other professionals, relatives or those who know or care for you, and
- Information on medicines, side effects and allergies

Your information will primarily be held electronically. When registering for NHS care all patients who receive NHS care are registered on a national database. This database is held by NHS Digital, a national organization which has legal responsibilities to collect NHS Data. Some of iSIGHT databases also connect to the national database to ensure your details remain up-to-date. This means if you change your address with your GP or provide them with a mobile telephone number, iSIGHT Clinic will automatically have access to this information.

Some records are still held in paper format, particularly historical care records. These are stored securely and may be transferred to electronic format at some point.

Lawful Basis for Processing

Under the National Health Service Act 2012 and the Health and Social Care Act 2012, iSIGHT is required by law to process your personal data in order to provide you with direct care. Therefore under current Data Protection legislation (the Data Protection Act 2018 and the General Protection Regulation [GDPR]) the processing of your personal data is necessary “in the exercise of official authority or performance of a specific task in the public interest that is set out in law” (article 6 (1)(e) of GDPR). There iSIGHT processes your special category data it will do so because it is necessary “for the purposes of preventative medicine, medical diagnosis, the provision of healthcare or treatment or the management of healthcare systems” (Article 9 (2)(h) of GDPR).

iSIGHT Clinic has an obligation to protect the health of the general public and where this is done your personal data will be processed “for the performance of a task carried out in the public interest” (Article 6 (1)(e)). Where your special category data is processed, this is done because it is necessary “for reasons of public interest in the area of public health” (Article 9 (2)(i)).

As a healthcare provider, there are occasions where we need to process personal and/or special category data because someone is at risk of serious harm (eg life or death situations in emergencies or major incidents) and, where we do this we will process the information to “protect someone’s vital interests” (Article 6 (1)(d) and 9(2)(c)).

Sometimes there are occasions when we are obliged to process information in order to comply with a court order, coroners instructions, to prevent or detect crime or to comply with the law. If we have to do this with your information, we will ensure there is a legal justification for such processing (eg Article 6 (1)(c)).

If we process your information for other purposes that are not described above then we will seek your consent to do so before we process it.

If iSIGHT Clinic wishes to use your personal information for a new purpose that is not covered by this Privacy Notice, then we will provide you with a new notice explaining the new use prior to commencing the processing, setting out the relevant purposes and processing conditions. Where and whenever necessary, we will ensure there is a legal justification for such processing.

Who do we Share Data with?

The types of organisations and people iSIGHT Clinic shares data with include (but are not limited to):

- Other healthcare professionals (eg. doctors, nurses, ambulance services etc).
- Partner organisations who contribute to your long-term care (eg. GP's, Optometrists, Social Services/local authorities, private sector providers etc)
- Parents, carers or guardians with parental responsibilities or legal responsibilities
- NHS Mangers and the Department of Health/NHS Digital for the purposes of planning, commissioning, managing and auditing healthcare services.
- Bodies with statutory investigative power (eg. NHS Resolution, the Care Quality Commission, Audit Commission or Health Service Ombudsman)

The sharing of your data for the purposes of direct care, both within iSIGHT Clinic and with others outside of iSIGHT is allowed by law.

iSIGHT Clinic is involved in integrated care programmes working with other NHS, local authority, private, voluntary and charity organisations. Information about you may be shared with partners in these programmes where it is legal to do so and for the purposes of direct care.

Any disclosures will be considered on a case by case basis to determine if they are appropriate and what the legal basis is for sharing. If the sharing goes ahead, only the minimum personal data necessary for the specific purposes and circumstances will be shared, with all suitable security controls in place. Any organisations receiving person-identifiable information from iSIGHT are legally obligated to protect it.

iSIGHT Clinic will not share your information for marketing, social media or insurance purposes unless it has your permission to do so. If you do consent to this, you have the right to withdraw your consent to the processing at any time.

Information provided under the Freedom of Information Act 2000 will not include person-identifiable details about patients.

Looking after your information

iSIGHT Clinic takes its duty to protect your personal information and confidentiality very seriously and we are committed to taking all reasonable measures to ensure it is kept confidential and secure and used appropriately. Everyone working for iSIGHT has a contractual and legal duty to protect your information.

Personal information is held in accordance with the requirements of current Data

Protection legislation. Anyone who receives information from us is also under a legal duty to keep it confidential and secure in accordance with Data Protection legislation.

Access to personal information is strictly controlled and restricted to only those with a legitimate work related need to access it.

Safeguarding

Some members of society are recognised as needing protection, for example children and vulnerable adults. If a person is identified as being at risk from harm iSIGHT staff are expected as professionals to do what they can to protect them. In addition they are bound by certain specific laws that exist to protect individuals. This is called “Safeguarding”.

Where there is a suspected or actual safeguarding issue iSIGHT will share relevant information that it holds with other relevant agencies, regardless of whether or not the individual or their representatives agrees. The laws that allow this processing to be undertaken without consent are the Children Act 1989 (Section 47) and the Care Act 2014 (Section 45).

Rights to Object

People who have access to your information will only normally have access to that which they need to fulfill their roles. You have the right to object to iSIGHT sharing your data in these circumstances but iSIGHT has the overriding responsibility to do what is in your best interests and could still share the information even if you have objected. This will only be done with a valid legal justification.

You also have the right to object to some or all of your information being processed under Article 21 of GDPR. However, please note that this is a right to raise an objection, which is not the same as having an absolute right to have your wishes granted in every circumstance. In certain circumstances iSIGHT may need to continue to process your information in order to provide you with the care you need.

National Data Opt-out Policy

A secure and accessible tool for people to opt-out of their confidential patient information being used for reasons other than their individual care and treatment is available. This means patients have more control over how their information is used and gives them the opportunity to make informed choices about whether they wish their confidential patient

information to be used just for their individual care and treatment or also used for research and planning purposes. Further information is available at <https://www.nhs.uk/your-nhs-data-matters/>. When necessary iSIGHT Clinic applies the Policy to its data.

Right to access:

You have the right to access the data held about you, except for information that:

- Has been provided in confidence by someone else without consenting for you to see it
- Relates to serious criminal offences, and/or
- Could cause physical or mental harm to you or someone else

Right to correct:

You also have the right to have any inaccuracies in the data we hold about you corrected. However, if the data we hold is accurate, but you disagree with it, you should note that there is no right to have accurate medical records deleted except when ordered by a court of law.

Right to complain:

iSIGHT Clinic aims to make sure that the services it delivers are provided to the highest standard. If you have any concerns about the way iSIGHT has handled its data you can raise your concerns or make a complaint to the Practice Manager.