

Law

The General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 (DPA), and The Data (Use and Access) Act 2025, protect your right to privacy in the UK. This legislation allows Southport and Formby Health to process and share your personal and health data to make sure we can perform our statutory duties.

- Article 6(e) allows us to process your personal data as we have the authority to do so, and
- Article 9(h) allows us to process your health data so we can assess you, provide a medical diagnosis and provide you with health care and treatment.

You have the right to request access to your health record. This is known as a Subject Access Request. You will need to provide us with enough information, including proof of your name, address and date of birth. We will normally respond within one month once we have enough information to identify you and understand your request.

Where someone else makes a request on your behalf, we will need appropriate written authority or evidence that they are legally entitled to act for you.

We will not charge a fee unless the request is excessive, or if you require further copies.

If you think anything is inaccurate or incorrect, then please inform the service as soon as possible.

For other rights about the use of your information please see our website.

You can contact our Data Protection Officer
dpo.healthcare@nhs.net

Sharing Your Information

We may share relevant information with other health and care organisations involved in your care where this is necessary to provide safe and effective treatment.

We may also share information where required or permitted by law, for example for safeguarding, public health, legal claims, NHS service management, approved research or where there is an overriding public interest.

Where consent is required, we will ask you.

Opt-out information

You have the right to object to certain uses of your information. This right is not absolute, but we will consider any objection carefully.

You can also register a National Data Opt-Out if you do not want your confidential patient information to be used for purposes beyond your individual care, such as research and planning. This does not usually apply where information is shared for your direct care. Further information is available at www.nhs.uk/your-nhs-data-matters.

You may also be able to register a Type 1 Opt-Out with your GP practice to prevent confidential patient information being shared outside your GP practice for purposes other than your individual care, except where there is a legal requirement or other permitted reason.

If you are unhappy about the way we use your information, then please speak to the Service Manager.

You also have the right to complain to the UK Supervisory Authority as below.

Information Commissioner
Wycliffe house
Water Lane
Wilmslow
Cheshire, SK9 5AF

Tel: 0303 123113 | Website: ico.org.uk

How we use your information



Updated for the UK GDPR - incorporated as Part 2 of the Data Protection Act 2018

Keeping Your Information Safe & Secure



Southport
& Formby
Health

Why We Collect Your Information

Our aim is to provide you with the best quality healthcare. To help us, we keep records which detail your health, the treatments you have received and any future care plans. They can also include:

- Your personal details (name, address, date of birth, contact details, next of kin)
- Blood test results and scan/x-ray results
- Letters from other health professionals

It is good practice for people in the NHS who provide your care to:

- Discuss and agree with you what they are going to record about you
- Show you what they have recorded about you, if you ask

Patients Rights

You have rights in relation to your information. These include the right to access your information, ask for inaccurate information to be corrected, ask us to restrict or object to certain uses of your information, and complain if you are unhappy with how your information has been used. Some rights only apply in certain circumstances. More information is available in our full privacy notice.

Using Your Information

Your doctors and other healthcare professionals use your information to create your health record to:

- Make good decisions about your health and treatment
- Make sure your care is safe and effective
- Help you and other health care professionals to help make decisions about your care

We may need to use your records to:

- Look after the health of the general public
- Make sure that our services can meet patient needs in the future
- Prepare statistics on NHS performance and activity (where steps will be taken to ensure you cannot be identified)
- Investigate concerns, complaints or legal claims
- Help staff review the care they provide to make sure it is of the highest standards
- Train and educate staff
- Approved research, where this is permitted by law and appropriate safeguards are in place. If you are invited to take part in a research study, you will normally be asked for your consent to participate
- Undertake medication reviews to ensure you receive the most appropriate, up to date and cost-effective treatment

Keeping Records Confidential

Everyone working for the NHS has a legal duty to keep information about you confidential.

We have a duty to:

- Maintain full and accurate records of the care we provide to you
- Keep records about you confidential, secure and accurate
- Provide information in a format that is accessible to you (i.e., in large type if you are partially sighted)

We will not share information that identifies you for any reason, unless:

- you ask us to do so
- we ask, and you give us specific permission
- we must do this by law
- we have special permission for health or research purposes or
- we have special permission because the interests of the public are thought to be of greater importance than your confidentiality

Southport and Formby Health is the data controller for the personal information we hold about our registered patients. Our full privacy notice is available at <https://www.southportandformbyhealth.com/about-us/policies/> or it can be requested from reception.

We are required to store your information in an identifiable form for as long as is necessary under special rules that are set out by NHS England; this is called NHS Records Management Code of Practice.

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