



Your information – how we use it

The hospital holds information about you in accordance with the Guide to the General Data Protection Regulation (GDPR) & Data Protection Act 1998 and complies with the NHS Confidentiality Code of Conduct.

As the collection and storage of personal information regarding our Employees and Patients is an essential part of our business activities, Epsomedical Ltd is classified as a 'Data Controller' under Data Protection Law. For this purpose we have created the GDPR Statement which clarifies how we collect, store & dispose of personal data.

Personal data will be processed in accordance with six [Data Protection Principles](#). We will only share data with other third parties in order to meet any legal obligations or at the request of the individual.

The data we collect

[Personal data](#) and [special category data](#). We may also record notes of conversations or incidents that might occur for which a record needs to be kept.

When we collect this data

We collect information from referring parties (e.g. NHS Spine, GP, other healthcare providers), and directly from patients or relatives.

How we keep your records confidential

Epsomedical stores information electronically on secure servers maintained by [Blueteg Ltd](#). Paper records are stored in locked filing cabinets and cupboards. Access to this information is strictly controlled and available only to relevant staff.

Use of your contact details

We will only use your contact details in connection with the care we provide. This may include contacting you with regards to patient satisfaction surveys relating to services you have used within our hospital. This is to improve the way we deliver healthcare to you and other patients

How we will communicate with you

We want to correspond electronically with patients who have access to emails in order to facilitate the process of arranging or rearranging appointments. We will only use emails for these purposes, and only with your explicit approval. We will also communicate via telephone, SMS and post.

How the NHS and regulators use your data

Information you provide to the hospital in confidence will only be used for the purposes of helping us provide you with appropriate care unless we are required to disclose it by virtue of the law. We are required to provide data to the NHS for the purposes of payment, and to agencies that are responsible for regulating and supervising our activities.

Sharing information with other organisations

We share your personal information with other medical organisations. For example, we may share your information for healthcare purposes with health authorities, NHS trusts, general practitioners (GPs), ambulance services and primary care agencies. We may need to share information from your health records with other organisations from which you are receiving care, such as Social Services. However, we will not disclose any health information to third parties without your explicit consent unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires it.

We may also be asked by statutory bodies to share information about you from your health records. This would normally be to assist them to carry out their statutory duties. In these circumstances, where it is not practical to obtain your explicit consent, we are informing you through this notice, which is referred to as a lawful basis for processing, under the Data Protection Act.

Disclosure will take place on a 'need-to-know' basis. Only information that the recipient needs to know will be disclosed.

How long we keep your data

Patient records are kept in accordance with the [HSCN Obligations Framework](#).

Your right to withdraw consent for us to share your personal information

At any time you have the right to refuse/withdraw consent to information sharing. The possible consequences will be fully explained to you and could include delays in receiving care.

You have the right to request the deletion or removal of any personal data if you feel there is no compelling reason for its continued storage. This will not apply to any information required to be kept by law.

Your access to records we hold

You have the right to obtain a free copy of any personal information that is held about you. You should let us know if you believe that information held is incorrect or incomplete. Any information found to be incorrect or incomplete will be amended promptly.

If you would like a copy of your records, you can write to the DPO at Epsomedical at the contact address below. This is free of charge; however an administrative charge can be made if the request is manifestly unfounded or excessive. In this case, Epsomedical have the right to refuse this request.

Information will be provided without delay and within one month of the request. However, this period of compliance may be extended by a further two months where requests are complex or numerous. You will be informed of this within one month of the request.

Further information

If you have any concerns about our policies or practices with regard to management of your data, please speak to the health professionals concerned with your care, or contact the Data Protection Officer (DPO)

Data Protection Officer
Epsomedical Ltd
168 Portsmouth Road
Cobham
KT11 1HS

01932 588400
epsomedical.dpo@nhs.net

If you are not satisfied by our response you also have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (casework@ico.org.uk)