Belvedere medical Centre

**Use of BookYourGP: Privacy Notice**

As part of our commitment to providing high-quality, proactive care, this practice uses a digital platform called BookYourGP, developed by Hummingbirds Medical Ltd, to help us manage patient recalls for long-term conditions and health reviews.

BookYourGP helps us ensure that patients receive timely reminders and invitations for important checks, such as asthma reviews, diabetes monitoring, and medication reviews. The system is fully integrated with our clinical system (EMIS) and only processes the minimum necessary data to deliver these services.

**What data is used?**

We share only the relevant information needed to identify which patients are due for recall, including:

* NHS number
* Name and contact details
* Date of birth
* Conditions or medications requiring follow-up

**Who processes the data?**

Hummingbirds Medical Ltd acts as a data processor on behalf of the surgery, which remains the data controller. Hummingbirds Medical complies with the UK GDPR, the Data Protection Act 2018, and NHS security standards including DCB0129 clinical safety requirements and ISO27001:2022 certification.

**Why is this data shared?**

We use BookYourGP to improve patient care by:

* Automating recall invitations
* Reducing delays in long-term condition monitoring
* Ensuring clinical oversight and auditability
* Supporting better continuity of care

**Your rights**

You have the right to:

* Request access to your data
* Ask for inaccuracies to be corrected
* Object to the use of your data in certain circumstances

You can read more about how we use and protect your information in our main *Practice Privacy Notice.*

If you have concerns or would like to know more, please contact the practice's Data Protection Officer.

This policy applies to all practice staff including any contracted or temporary workers.

**Confidentiality**

The Data Protection Act allows patients access to information that is held about them. Requests for copies of medical records can be made under the Data Protection Act as a “Subject Access Request”.

**Right to access and correct**

You have the right to access the data that is being shared and have any inaccuracies corrected. We can provide copies of consultations. There is no right to have accurate medical records deleted except when ordered by a court of Law.

**Rights to object**

You have the right to object to some or all the information being processed under Article 21. Please contact the Data Controller or the practice. You should be aware that this is a right to raise an objection that is not the same as having an absolute right to have your wishes granted in every circumstance

A data subjects have the right to the erasure of personal data concerning them. ‘The right to be forgotten’ does not override legal and compliance obligations. If there is a request from an external body relating to the detection or prevention of a crime (e.g. police), then requests for information should be directed to the Practice Manager.

**Right to Complain.**

You have the right to complain to the Information Commissioner’s Office, you can use this link https://ico.org.uk/global/contact-us/ or calling their helpline Tel: 0303 123 1113 (local rate) or 01625 545 745 Privacy Notice – Recording telephone calls (national rate) There are National Offices for Scotland, Northern Ireland and Wales, (see ICO website) \* “Common Law Duty of Confidentiality”, common law is not written out in one document like an Act of Parliament. It is a form of law based on previous court cases decided by judges; hence, it is also referred to as 'judge-made' or case law. The law is applied by reference to those previous cases, so common law is also said to be based on precedent. The general position is that if information is given in circumstances where it is expected that a duty of confidence applies, that information cannot normally be disclosed without the information provider's consent. In practice, this means that all patient information, whether held on paper, computer, visually or audio recorded, or held in the memory of the professional, must not normally be disclosed without the consent of the patient. It is irrelevant how old the patient is or what the state of their mental health is; the duty still applies.

Three circumstances making disclosure of confidential information lawful are:

• where the individual to whom the information relates has consented;

• where disclosure is in the public interest; and

• where there is a legal duty to do so, for example a court order.