# LOGOCavell and Lind Ltd and Your Information

Cavell and Lind takes your privacy very seriously. We are registered with the Information Commissioner’s Office as a Data Controller and our registration number is **Z7709042**

If you have any questions or wish to make a request in relation to your information, please contact us at;

**Cavell House, 4 North Lynn Business Village, Bergen Way, Kings Lynn, Norfolk, PE30 4DY**

**For the attention of: Sami Oakes, Office Manager**

**Or email** [**samantha.oakes@cllimited.com**](mailto:samantha.oakes@cllimited.com)

Cavell and Lind Ltd aims to provide you with the highest quality Occupational health care. To do this we must keep records about you, your health and the care we have provided or plan to provide to you.

Our doctor and other health professionals caring for you, such as nurses or technicians, keep records about your health and referral so that they are able to provide you with the best possible care.

These records are called your ‘health care record’ and may be stored in paper form or on computer and electronic systems and may include Personal Data;

* basic details about you, such as address, date of birth, NHS number, and next of kin as well as Sensitive Personal Data;
* contact we have had with you, such as clinical visits
* notes and reports about your health
* details and records about your treatment and care
* results of x-rays, laboratory tests etc.

Healthcare providers are permitted to collect, store, use and share this information under Data Protection Legislation which has a specific section related to healthcare information.

# What do we do with your information?

* Refer you to other healthcare providers when you need other service or tests
* Share samples with laboratories for testing (like blood samples)
* Investigate and respond to your complaints
* Report back to your employer, with the outcome of your appointment

See Appendix A for a list of the partners that we share with.

# What else do we do with your information?

Along with these activities that allow us to provide health care to you, we use information in other ways which allow us to ensure that care is safe and to provide data for the improvement and planning of services.

* Quality / payment / performance reports are provided to service commissioners
* Supporting staff training

# Sharing when Required by Law

Sometimes we will be required by law to share your information and will not always be able to discuss this with you directly. Examples might be for the purposes of detection or prevention of crime, where it is in the wider public interest, to safeguard children or vulnerable adults or where required by court order.

# Information Access and Rights

Data protection law provides you with a number of rights that the practice must support you with.

## Right to Access

You have the right to obtain:

* confirmation that your information is being used, stored or shared by the practice
* a copy of information held about you

If you only require a particular part of your record, tell us and we may be able to respond sooner.

We will respond to your request within one month of receipt or will tell you when it might take longer.

We are required to validate your identity including the identity of someone making a request on your behalf

## Right to Correction

If information about you is incorrect, you are entitled to request that we correct it

There may be occasions, where we are required by law to maintain the original information – our manager will talk to you about this and you may request that the information is not used during this time

We will respond to your request within one month of receipt or will tell you when it might take longer.

## Complaints

You also have the right to make complaints and request investigations into the way your information is used. Please contact our Manager for more information.

For more detailed information on your rights visit <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

# Information Technology

The practice will use third parties to provide services that involve your information such as;

* Removal and destruction of confidential waste
* Provision of clinical systems
* Provision of connectively and servers

Data analytics or warehousing (these allow us to make decisions about care or see how effectively the practice is run – personal data will never be sold or made available to organisations not related to your care delivery)

We have contracts in place with these third parties that prevent them from using it in any other way than instructed. These contracts also require them to maintain good standards of security to ensure your confidentiality.

# How do we protect your Information?

We are committed to ensuring the security and confidentiality of your information. There are a number of ways we do this;

* Staff receive annual training about protecting and using personal data
* Policies are in place for staff to follow and are regularly reviewed
* We check that only the minimum amount of data is shared or accessed
* We use encrypted emails and storage which would make it difficult for someone to ‘intercept’ your information
* We report and manage incidents to make sure we learn from them and improve
* We put in place contracts that require providers and suppliers to protect your data as well
* We do not send your data outside of the EEA

# Appendix A – Vida Healthcare Routine Sharing Partners

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| **Processing Activities** | **Sharing Partners (including any third party providers of services)** | **Link** |
| Referrals/Test Results/Discharges | Queen Elizabeth Hospital | [www.qehkl.nhs.uk/](http://www.qehkl.nhs.uk/) |
| North Cambridgeshire Hospital | [www.cambscommunityservices.nhs.uk/](http://www.cambscommunityservices.nhs.uk/) |
| Addenbrookes Hospital. | <https://www.cuh.nhs.uk/addenbrookes-hospital> |
| Papworth Hospital | [www.royalpapworth.nhs.uk/](http://www.royalpapworth.nhs.uk/) |
| Norwich Community Hospital | norfolkcommunityhealthandcare.nhs.uk/ |
| James Paget Hospital | jpaget.nhs.uk/ |
| Hellesdon Hospital | nsft.nhs.uk/ |
| Chatterton House | nsft.nhs.uk/ |
| Thurlow House | nsft.nhs.uk/ |
| Swaffham Community Hospital | norfolkcommunityhealthandcare.nhs.uk/ |
| Guy's & St Thomas | <https://www.guysandstthomas.nhs.uk/Home.aspx> |
| Moorfield Eye Hospital | moorfields.nhs.uk/ |
| Royal Orthopaedic Hospital | rnoh.nhs.uk/ |
|  |  |
| West Suffolk Hospital | <http://www.ipswichhospital.nhs.uk/> |
| Norfolk and Norwich Hospital. | <http://www.nnuh.nhs.uk/> |
| West Norfolk Health (24hr ECGS | https://www.westnorfolkhealth.co.uk/ |
| The Pathology Partnership | <https://www.healthwatchsuffolk.co.uk/.../the-pathology-partnership-riverside-clinic-ip…> |
| Thetford Healthy Living Centre | thetfordhlc.org.uk/ |
| St Nicholas Endoscopy Unit | stjamesmp.co.uk/services/st-nicholas-endoscopy-unit/ |
| Bartram Wheelchair Service | bartrams.net/wheelchair-services-contracts/ |
| Norfolk & Suffolk ME/CFS | ecch.org/ourservices |
| Change Grow Live | changegrowlive.org |
| ACES | aces-eyeclinic.co.uk/ |
| Norfolk Community Eating Disorder Service | cpft.nhs.uk/ |
| Manor Farm Medical Centre | swaffham-doctors.co.uk/ |
| Southgates Medical Centre | southgates.org.uk |
| St James Clinic | norfolkcommunityhealthandcare.nhs.uk/ |
| Nuffield Hospitals | nuffieldhealth.com/ |
| Global Diagnostics | globaldiagnostics.co.uk |
| Spire Norwich Hospital | spirehealthcare.com/ |
| BMI The Sandringham Hospital | bmihealthcare.co.uk/ |
| Fakenham Medical Practice | fakenham-medical-practice.nhs.uk/ |
| Macmillan | <https://www.macmillan.org.uk/fundraising/inyourarea/england/suffolk/suffolk.aspx> |
| Gayton Road Health Centre | vidahealthcare.nhs.uk/ |
| Tapping House | norfolkhospice.org.uk |
| Social Services | norfolk.gov.uk/care-support-and-health/ |
| Lynnsport | aliveleisure.com/ |
| Everybody Health & Fitness | everybodyhealthandfitness.co.uk/ |
| Slimming World | slimmingworld.co.uk |
| Allied Physios. | <http://ahpsuffolk.co.uk/> |
| GP Federation | Iceni Healthcare | [www.icenihealthcare.co.uk/](http://www.icenihealthcare.co.uk/) |
| West Norfolk Health | [www.westnorfolkhealth.co.uk/](http://www.westnorfolkhealth.co.uk/) |
| Discharge Notices | Queen Elizabeth Hospital | [www.qehkl.nhs.uk/](http://www.qehkl.nhs.uk/) |
| Norfolk and Norwich Hospital. | <http://www.nnuh.nhs.uk/> |
| Addenbrookes Hospital. | <https://www.cuh.nhs.uk/addenbrookes-hospital> |
| Guy's & St Thomas | <https://www.guysandstthomas.nhs.uk/Home.aspx> |
| Great Ormond Street | [www.gosh.nhs.uk/](http://www.gosh.nhs.uk/) |
| Confidential waste removal | Datashred | <https://www.restore.co.uk/Datashred> |
| IT Services | ECS Computers | https://www.ecscomputers.co.uk/ |
| Database | Private Practice Software | <https://www.rushcliff.com/> |
| Opticians | Boots Kings Lynn | https://www.boots.com/stores/3120-kings-lynn-high-street-opticians-pe30-1bj |
|  | Specsavers Kings Lynn | https://www.specsavers.co.uk/stores/kingslynn |
|  |  |  |
|  | Vision Express | https://www.visionexpress.com/customer-services/contact-us/ |
|  | Wigram and Ware | http://www.wigware.co.uk/ |
|  | Moss and Leakey | http://www.mossandleakey.com/ |
|  |  |  |
| Complaints | Health Ombudsman | www.ombudsman.org.uk |