How we use your Information

How We Look After and Safeguard Information About You

Our staff work alongside within local optometry practices as members of your healthcare team.

They aim to provide you with the highest quality of healthcare. To do this, they need to keep records about you, your health and the care we have provided or plan to provide to you.

We know that you value your privacy and the security of personal information held about you.

Information Recorded

Information recorded may include:

- Basic details about you, such as name, address, date of birth, telephone number.
- Details of any clinical tests undertaken.
- Details and notes about your health and medical treatment.
- Records of medicines you have been prescribed by your doctor.
- Information relevant to your continued care from other people who care for your and know you well, such as other health professionals, carers and relatives.

As part of providing a professional, safe and efficient service, there is certain information that we record. This includes details about your ocular health, your general health, advice given and referrals made to other health professionals.

This information won't be shared with anyone else except under the circumstances described in 'Sharing Information.'

This lawful basis for processing your information under UKGDPR is 'the performance of a task carried out in the public interest' and for 'the provision of health or social care or treatment or the management of health or social care.'

Sharing Information

This information held about you may be shared as permitted by our lawful basis. This may include referring you to another healthcare provider, optometry practice, GP or other NHS organisations.

We will not share information held about you for any other reasons, unless:

- You ask us to do so.
- We ask and you give specific permission.
- We are permitted by law, for example where public interest overrides the need to keep the information confidential.

Anyone who receives information form us also has a legal duty to keep this information confidential, subject to recognised exceptions of the types listed above.

Your Rights

You have the right to confidentiality under the Data Protection Act 2018, UKGDPR, the Human Rights Act 1998 and the common law duty of confidence (the Disability Discrimination and the Race Relations Acts may also apply).

We also comply with the NHS Code of Practice on Confidentiality and optical practices have a requirement under their professional Code of Ethics to keep records about you confidential, secure and accurate.

If you think any information, we hold on you are inaccurate or incorrect, please let us know.

Our guiding principle is that we hold your records in strict confidence.

For information about how we handle your data and your rights under GDPR, please read our privacy policy which can be found on our website:

https://primaryeyecare.co.uk/privacy-policy/

Your Right to View Your Health Record

You have the right to ask for a copy of all our records about you.

Your request must be made to compliance@primaryeyecare.co.uk.

We are required to respond to your request within one month.

You will need to give adequate information in order for optical staff to identify you (for example, full name, address and date of birth)

When we receive a request, we will contact you and request further information. This allows us to confirm this request is a genuine request from you.

NHS