RICHMOND SURGERY

Privacy Notice for Children

How we use and look after information about you

This notice explains why Richmond Surgery keeps information about you, how we use it, how we keep it safe and when we may need to share it with other people.

Why do we keep information about you?

Doctors, nurses and other people involved in your care need to keep a record of your health and the care and treatment you receive. This is called your GP record.

Your GP record helps us look after you safely. We mainly use it to provide your healthcare, but there are some other reasons we may need to use information about you, for example to keep you or other people safe, to help run NHS services properly, or because the law says we must.

What information do we keep?

We may keep information such as:

- your name, address, date of birth and contact details;
- information about your parent, carer or other people who look after you;
- details of appointments and visits to the surgery;
- what you tell a doctor, nurse or other healthcare professional about your health;
- medicines and treatment you have received;
- test results, such as blood tests or X-rays;
- letters and information from hospitals and other healthcare services; and
- other information that helps us look after you safely.

Where does the information come from?

Most of the information in your GP record comes from you and from the people looking after you. We may also receive information from hospitals, community nurses, pharmacies, other doctors and healthcare professionals, and other services involved in your care.

Who can see your information?

Only people who are allowed to see your information should look at it, and only when they need to.

This may include doctors, nurses and other members of the Richmond Surgery team. Other healthcare professionals who are looking after you may also need to see relevant information so that they can give you safe and appropriate care.

People who work with your information have rules they must follow to keep it confidential and private.

How do we keep your information safe?

Most GP records are kept securely on computer systems. We use security controls and working practices to help protect your information from being seen, changed, lost or shared by people who should not have access to it.

If we contact you by telephone, text message, email or another approved system, we will take reasonable steps to make sure we are communicating safely and appropriately.

Do we ever share your information?

Yes, sometimes. For example, if you need to see a doctor or nurse at a hospital or another healthcare service, we may need to share information that will help them care for you.

We may also have to share information if the law says we must, for public health reasons, or if we are worried that you or somebody else may not be safe.

We will only share information that is needed and appropriate. Where we can and it is appropriate to do so, we will explain what is happening.

What about my privacy as I get older?

Information about your health belongs to you, and children and young people have privacy and information rights too.

As you get older and are able to understand and make decisions about your healthcare, doctors and nurses will take your views seriously and will respect your confidentiality.

There may still be times when we need to share information without asking you first, particularly if we are worried that you or somebody else may be at risk of serious harm, or if the law requires us to share it.

Can my parent or carer see my GP record?

Parents and carers often help children with their healthcare and may sometimes be able to ask for information on their behalf.

As you become able to understand and make your own decisions, we must also think about your own confidentiality and wishes. This means a parent or carer does not automatically have a right to see everything in your GP record simply because they are your parent or carer.

If you are unsure about this, you can ask a doctor, nurse or another member of the surgery team to explain it to you.

Can I see the information you have about me?

Yes. You have rights over information that is about you. Depending on your age and understanding, you may be able to ask us yourself to see information in your GP record.

You can also ask us to correct information if you think something factual is wrong. There are rules about changing medical records, so we may not be able to delete information simply because you disagree with it, but we can explain what can be done.

Your parent, carer or another adult may be able to help you make a request if you would like them to.

How long do you keep my GP record?

GP records need to be kept for a long time because they are an important part of your healthcare. Richmond Surgery keeps records for the periods required by NHS rules and the law.

What if I do not want my information shared?

Tell us if you are worried about your information being shared. We will listen to you and explain what choices you have.

There are some situations where we may still need to use or share information even if you would prefer us not to, for example where the law requires it or where somebody may be at risk of serious harm.

Who can I ask if I have a question or I am worried?

You can contact the Data Protection Officer using the details below. You can also ask your parent, carer or another adult you trust to help you.

Richmond Surgery has a Data Protection Officer whose job includes helping make sure information is used properly. You can ask the surgery for help contacting the Data Protection Officer.

Can I get this notice in a different format?

If you need this notice in large print, Easy Read, another language, audio format or another format that is easier for you to understand, please tell us. We will do our best to provide information in a way that meets your communication needs.

For parents and carers

This children's notice is intended to explain Richmond Surgery's use of personal information in clear, age-appropriate language. It should be read alongside the full Richmond Surgery Practice Privacy Notice, which contains more detailed information about lawful bases, information sharing, retention, individual rights, national data uses and complaints. The full Privacy Notice is available on the Practice website and from reception on request.

Children have their own data protection and confidentiality rights. Whether a child can exercise those rights independently depends on their ability to understand the particular decision or request. Parental responsibility does not create an automatic right of unrestricted access to a competent child's confidential health information.

Data Controller	Richmond Surgery Richmond Close Fleet Hampshire GU52 7US
Data Protection Officer	Taj Sallamuddin / Trusted Technology IG Services (TTIG) Email: TTIG@informationgovernanceservices.com Telephone: 0345 0348690 option 4

If you are unhappy about how your personal information has been used, you can speak to Richmond Surgery or the Data Protection Officer. You also have the right to complain to the Information Commissioner's Office (ICO).