

Upland Park Medical Limited

PRIVACY POLICY

Upland Park Medical Limited's Privacy Policy has been designed to comply with the EU General Data Protection Regulation (GDPR) legislation and the Information Commissioner's Office guidelines on data protection and information security.

What personal data do we hold?

We hold the following personal data about our patients to ensure that we provide the highest standard of healthcare and attention:

- Patient name, date of birth, address, telephone number(s), email address(es), NHS/private hospital reference number(s)
- General Practitioner (GP)/specialist details, i.e. the name, address and contact details of the GP or medical specialist who referred the patient to Upland Park Medical Limited for treatment.
- Insurance details, i.e. the name of the patient's insurer, policy number, pre-authorisation codes or confirmation of a non-insured patient's self-pay status
- Past and current medical records, including referrals from GP/specialist, test results, radiographs, clinical photographs, consultation/treatment notes and discharge summaries
- Records of consent to treatment
- Copies of invoices and payments made by insurers/self-pay patients in relation to chargeable services supplied by Upland Park Medical to patients
- Correspondence relating to the care provided by Upland Park Medical Ltd for other health care professionals (typically the patient's GP and/or the specialist who referred the patient to us for treatment).

Why do we hold information about patients?

We need to maintain comprehensive and accurate personal data about our patients to ensure that we provide safe and appropriate healthcare.

How do we process the data?

We process all patient data securely in accordance with the Information Commissioner's Office guidelines for data protection.

We store all patient data in a secure GDPR-compliant database solution called MIDEXPro, which is supplied, maintained and hosted by Avebury Computing Ltd of Pure Offices, Kembrey Park, Swindon, SN2 8BW (email: admin@midexpro.com or visit www.midexpro.com for more details).

Records are retained on our database from the point that a patient registers for their first appointment for a consultation with Upland Park Medical Ltd for at least 11 years or, for children, until the age of 25, whichever is the longer.

Disclosure of Information

To provide proper and safe healthcare, we may need to disclose personal information about patients to their:

- GP/specialist
- Hospital
- Other health professionals caring for the patient
- Insurance company (where the patient is not self-funding).

Disclosure will be limited to the information necessary for the individual/organisation to provide the relevant care/service to the patient and is made on a 'need-to-know' basis to ensure that the recipient is only provided with the information that they need to provide the care/service that the patient requires.

No personal data is disclosed to any third party not listed herein, unless Upland Park Medical Limited is required by law or a court order to disclose said information. Where possible/legal, permission will be sought from the patient prior to disclosure of information to a third party.

Access

Patients have the right to access the data held about them by Upland Park Medical Limited.

A 'Subject Access Request' for access to the data that we hold about a patient should be made by email to nicky@uplandparkmedical.com. We will provide a response within one working month of the request.