RUNNYMEDE MEDICAL PRACTICE

Patient Privacy Notice | Version 2.0 | 15 October 2026

Newton Court Medical Centre, Old Windsor, SL4 2QF

The Health Centre, Bond Street, Englefield Green, TW20 0PF

Practice Manager: Baljite Libra-Dhillon

Your information: what you need to know

This notice explains what personal information Runnymede Medical Practice collects, why we use it, who we may share it with, how we protect it and the rights you have. We are committed to treating your information fairly, lawfully and confidentially.

Why we collect information about you

We keep records to provide safe and effective healthcare, arrange referrals, manage appointments and prescriptions, communicate with you, protect patients and staff, and run and improve our services. Records may be held electronically or on paper. Accurate records help healthcare professionals make informed decisions and provide continuity of care.

What information we hold

- Your name, date of birth, NHS number, address, telephone number and contact preferences.
- Details of your health, symptoms, diagnoses, medicines, allergies, consultations, test results, referrals and care plans.
- Information about your family, carers, next of kin, communication or accessibility needs, where relevant.
- Relevant information received from hospitals, community services, other GP practices and healthcare or social care professionals.
- Other sensitive information where necessary for care, safeguarding or a lawful purpose.

Health information is a special category of personal data and receives additional legal protection. Where possible, information used for statistics or planning is anonymised or pseudonymised.

How we use your information and our legal basis

We process personal data under the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and relevant NHS and confidentiality requirements. We do not generally rely on consent as our UK GDPR lawful basis for routine direct healthcare. Depending on the purpose, our lawful bases include Article 6(1)(e) (task in the public interest), Article 6(1)(c) (legal obligation) and, where applicable, other lawful bases. For health information, we generally rely on Article 9(2)(h) (health or social care), and where relevant Article 9(2)(i) (public health) or Article 9(2)(j) (research/statistics with safeguards). The applicable basis depends on the specific processing activity.

- Providing direct care, referrals, prescriptions, tests, recalls and care coordination.
- Safeguarding patients and meeting legal or regulatory duties.
- Checking quality and safety, investigating concerns, conducting clinical audit and improving

services.

- Supporting NHS service planning, population health management and research where lawful and

appropriately safeguarded.

- Communicating about appointments, screening and healthcare services.

The common law duty of confidentiality also applies to confidential patient information. Where a separate legal justification, permission or consent is required for disclosure, we will follow the applicable rules.

Who may receive your information

Information may be shared when necessary and lawful with other GP practices, NHS hospitals, community and mental health services, pharmacies, laboratories, NHS commissioners, primary care network colleagues, social care or safeguarding services, and approved organisations that provide secure clinical and administrative systems. Access is limited to people who need information for an authorised purpose. We may also disclose information where the law requires it. Some organisations process information on our behalf under contractual data-protection obligations. Sharing for purposes beyond your individual care, such as research or planning, is subject to additional legal requirements and applicable opt-outs. We do not sell your patient information.

Digital systems and AI-assisted administration

The practice uses secure digital systems to support clinical and administrative workflows. This includes Better Letter AI, which assists with organising and processing incoming clinical correspondence and identifying information for workflow and coding. The technology supports staff efficiency but does not replace appropriate human review, professional judgement or clinical accountability. Relevant staff remain responsible for checking information and taking or escalating actions as needed. Use of such systems is subject to applicable confidentiality, data protection, supplier assurance and clinical safety requirements. The practice maintains governance arrangements for digital tools, including consideration of Data Protection Impact Assessments (DPIAs), supplier data-processing agreements and clinical safety assessments as applicable. These controls must be verified and maintained before the practice makes any definitive assurance about a particular supplier.

How we protect your information

We use appropriate access controls, staff confidentiality requirements, training, secure NHS systems and processes for identifying and responding to information incidents. We share only the information reasonably necessary for the relevant purpose. Where a supplier or service transfers personal information outside the UK, we must assess the transfer and apply appropriate legal safeguards. Details of any relevant transfers can be requested from the practice.

How long we keep your records

Records are retained in accordance with applicable NHS records management guidance and legal requirements, including the Records Management Code of Practice for Health and Social Care. Different categories of records have different retention periods. When records can lawfully be disposed of, they are securely destroyed or deleted.

Your rights

Under data protection law you have rights that may include being informed, accessing your information, correcting inaccurate information, restricting or objecting to certain processing, and, in particular circumstances, erasure and data portability. You also have rights relating to qualifying solely automated decisions. Some rights are limited where records must be kept for healthcare, legal or public-interest reasons.

Access to your records (Subject Access Requests)

You may ask to see or receive a copy of your personal information, including your medical record. Requests can be made verbally or in writing and normally receive a response within one calendar month, subject to permitted extensions. We may need to verify identity. Information about another person or information subject to a lawful exemption may be withheld or redacted. Requests are generally free of charge, although a reasonable fee may apply in limited circumstances permitted by law. You may also be able to view parts of your GP record using the NHS App or other approved online services. Please contact the practice if you need help with access or have concerns about what you can see.

Your choices about data sharing

Type 1 opt-out: You may register a Type 1 opt-out with the practice to restrict certain disclosures of confidential patient information from your GP record for purposes other than your individual care, subject to applicable exceptions and current NHS rules. National Data Opt-Out: This lets you choose whether confidential patient information is used for certain research and planning purposes. It does not normally prevent information being used for your direct care, and exceptions apply. Learn more or manage your choice at www.nhs.uk/your-nhs-data-matters.

Keeping your contact details up to date

Please tell us if your name, address, telephone number, email address or emergency contact details change. We may use the contact details you provide for appointments, reminders, screening and care-related messages, subject to applicable communication rules and your preferences. Tell us if you need an alternative or more confidential way to be contacted.

Questions, concerns and complaints

For privacy enquiries, Subject Access Requests or concerns about how your information is handled, contact Baljite Libra-Dhillon (Libby), Practice Manager, through Runnymede Medical Practice at either of the addresses shown above. Thames Valley ICB DPO contact supplied for reference: Nicola Gould, nicola.gould6@nhs.net. This is an ICB contact and should not be described as Runnymede Medical Practice's formally appointed DPO unless that appointment has been confirmed. The practice's own DPO contact details require confirmation for publication. You may also raise a

concern with the Information Commissioner's Office (ICO), the UK data protection regulator: ico.org.uk | Telephone: 0303 123 1113 | Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. Data controller: Runnymede Medical Practice. Its own ICO registration number should be inserted once verified. The Thames Valley ICB registration number ZC106861 belongs to the ICB and is not the practice's registration.

Further information

The NHS Constitution for England explains patients' rights and NHS commitments. This notice will be reviewed periodically and updated if our services, systems or legal requirements change.

Document control and version history

Version	Prepared by	Date/changes
V1.0	Gemma Baverstock Former Practice Manager	Original Runnymede privacy notice; issue date to confirm
V2.0	Baljite Libra-Dhillon (Libby) Practice Manager	15 October 2026 — revised patient-friendly notice, digital workflow, rights and contacts