

Practice Privacy Notice

Consett Medical Centre

1. Introduction

Consett Medical Centre is committed to protecting and respecting your privacy. This Privacy Notice explains how we collect, use, store, and protect your personal data when you use our services or contact us.

We comply with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Who We Are

Practice Name: Consett Medical Centre

Data Controller: Jill Emmerson-Bell

Address: Consett Medical Centre, Station road, DH8 5YA

Phone: 01207 583400

3. What Personal Data We Collect

We may collect and process the following information:

- Personal details (name, address, email, phone number)
- Date of birth
- Appointment and service history
- Payment and billing information
- Relevant medical or health information (where applicable and with consent)
- Communication records (emails, messages, phone notes)

4. How We Collect Your Data

We collect personal data when you:

- Register with our practice
- Book appointments
- Complete consultation or intake forms
- Contact us by phone, email, website, or social media
- Make payments for services

5. How We Use Your Data

We use your personal data to:

- Provide services and manage appointments
- Communicate with you about your care or services
- Maintain accurate records
- Process payments
- Meet legal, regulatory, or insurance requirements
- Improve our services

6. Lawful Basis for Processing

We process your data under the following lawful bases:

- Consent – where you have given clear permission
- Contract – to provide agreed services
- Legal obligation – where required by law
- Legitimate interests – to manage and improve our practice

Special category data (such as health information) is processed only with explicit consent or where legally permitted.

7. How We Store and Protect Your Data

We take appropriate security measures to protect your data, including:

- Secure digital record systems
- Password-protected devices and software
- Locked storage for paper records
- Limited access to personal data

We retain your data only for as long as necessary and in line with legal requirements.

8. Sharing Your Data

We do not sell your data.

We may share your data with:

- Healthcare professionals or service providers involved in your care (with consent)
- Payment processors

- Accountants, insurers, or legal advisors
- Regulatory or legal authorities where required

All third parties are required to keep your data secure and confidential.

9. Your Data Protection Rights

You have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request erasure of your data (where applicable)
- Restrict or object to processing
- Request data portability
- Withdraw consent at any time

Requests should be made in writing using the contact details above.

10. Cookies and Website Data

Our website may use cookies to improve user experience. You can control cookie settings through your browser.

11. Complaints

If you have concerns about how we handle your data, please contact us first.

You also have the right to complain to the Information Commissioner's Office (ICO):

Website: www.ico.org.uk

Phone: 0303 123 1113

12. OpenSAFELY

NHS England has been directed by the government to establish and operate the OpenSAFELY COVID-19 Service and the OpenSAFELY Data Analytics Service. These services provide a secure environment that supports research, clinical audit, service evaluation and health surveillance for COVID-19 and other purposes.

Each GP practice remains the controller of its own GP patient data but is required to let approved users run queries on pseudonymised patient data. This means identifiers are removed and replaced with a pseudonym.

Only approved users are allowed to run these queries, and they will not be able to access information that directly or indirectly identifies individuals.

Patients who do not wish for their data to be used as part of this process can register [type 1 opt out](#) with their GP.

[Find additional information about OpenSAFELY.](#)

13. Changes to This Privacy Notice

We may update this Privacy Notice from time to time. The latest version will always be available upon request or on our website.