



Grovelands Medical Centre Patient Participation Group Privacy Notice

Grovelands Medical Centre (GMC) Patient Participation Group (PPG) aims to support the Practice to provide a quality service to its patients. To do this we keep records of member contact details, and of the discussions carried out at PPG Meetings.

This Privacy Notice does not provide exhaustive details of all aspect of the collection and use of personal information by GMC. However, we are happy to provide any additional information or explanation needed. If you wish to request further information please contact the Management team.

How We Use Your Information

In order to carry out the activities of the PPG we need to collect and keep information about members.

Your information is used to:-

- Keep a register of current members
- Allow us to contact you with details of the activities of the PPG
- Progress any comments you make with Grovelands Medical Centre

We may share information you give us to:-

- Grovelands Medical Centre

What information we collect, use, and why

We collect or use the following information **to provide patient contact, care services, and maintaining registers:**

- Name, address and contact details
- Gender
- Date of birth
- NHS/HSC/CHI number
- Records of meetings and decisions
- Names and contact details
- Records of consent, where appropriate

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below.



Grovelands Medical Centre Patient Participation Group Privacy Notice

You can find out more about your data protection rights and the exemptions which may apply on the ICO's website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [You can read more about this right here.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [You can read more about this right here.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [You can read more about this right here.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here.](#)

If you make a request, we must respond to you without undue delay and in any event within six weeks. To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information **to provide patient care, services, pharmaceutical products and other goods** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Legitimate interest:
 - Maintaining a PPG register of all participants, ensuring this information is up-to-date for correct information dissemination and updates following scheduled PPG meetings. This information is required to maintain a functioning PPG and collect records of quarterly attendance and discussions.

Our lawful bases for collecting or using personal information Maintaining Registers & Patient Contact are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - Maintaining a PPG register of all participants, ensuring this information is up-to-date



Grovelands Medical Centre Patient Participation Group Privacy Notice

for correct information dissemination and updates following scheduled PPG meetings. This information is required to maintain a functioning PPG and collect records of quarterly attendance and discussions.

Where we get personal information from

- Directly from you

How We Keep Your Information Confidential and Secure

We are committed to protecting your privacy and will only use information collected lawfully in accordance with the Data Protection Act 1998, Article 8 of the Human Rights Act, the Common Law of Confidentiality, The General Data Protection Regulation and the NHS Codes of Confidentiality and Security. Everyone working in, or for the NHS must use personal information in a secure and confidential way.

We will only ever use or pass on your information if there is a genuine need to do so. We will not disclose information about you to third parties without your permission unless there are exceptional circumstances, such as when the law requires.

Anyone at GMC Who Receives Information from us Is Also Under A Legal Duty to Keep It Confidential and Secure

All persons in the PPG sign a code of conduct which makes clear their duties in relation to personal information.

How long we keep information

Our current retention schedule states that all former PPG members will have their information securely destroyed immediately upon notification of intention to no longer participate.

Duty of confidentiality

We are subject to a common law duty of confidentiality. However, there are circumstances where we will share relevant health and care information. These are where:

- you've provided us with your consent (we have taken it as implied to provide you with care, or you have given it explicitly for other uses);
- we have a legal requirement (including court orders) to collect, share or use the data;
- on a case-by-case basis, the public interest to collect, share and use the data overrides the public interest served by protecting the duty of confidentiality (for example sharing information with the police to support the detection or prevention of serious crime);
- If in England or Wales – the requirements of The Health Service (Control of Patient Information) Regulations 2002 are satisfied; or
- If in Scotland – we have the authority to share provided by the Chief Medical Officer for Scotland, the Chief Executive of NHS Scotland, the Public Benefit and Privacy Panel for Health and



Grovelands Medical Centre Patient Participation Group Privacy Notice

Social Care or other similar governance and scrutiny process.

National data opt-out

We comply with England's national data opt-out because we're using confidential patient information for purposes beyond individual care. To find out more or to register your choice to opt out, please visit www.nhs.uk/your-nhs-data-matters.

Changes to This Privacy Notice

GMC is committed to ensuring that your privacy is protected. We keep our Privacy Notice under regular review. This Privacy Notice will be reviewed 12 months from the approval date.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us by contacting us in writing or contacting 0118 958 2525.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113
Website: <https://www.ico.org.uk/make-a-complaint>

Change of Details

It is important that you tell us if any of your details such as your name, address, telephone number or email has changed in order for this to be amended. You have a responsibility to inform us of any changes so our records are kept accurate and up to date at all times.

Last updated

05 February 2025