

## Privacy Notice - GDPR

### Eyecare Norfolk Ltd and Your Information

Eyecare Norfolk Ltd takes your privacy very seriously. We are registered with the Information Commissioner's Office as a Data Controller and our registration number is Z8056702

If you have any questions or wish to make a request in relation to your information, please contact us at:

Eyecare Norfolk Ltd t/a Cromer Eyecare and Hunstanton Eyecare  
20 High Street Cromer NR27 9HG  
44 Church Street Hunstanton PE36 5HD  
For the attention of: Data Protection Officer Ian Leach or Julien Nelson

or email our Data Protection Officer at [julieneyecare@gmail.com](mailto:julieneyecare@gmail.com)

Eyecare Norfolk LTD aims to provide you with the highest quality eye health care. To do this we must keep records about you, your health and the care we have provided or plan to provide to you.

Your Optometrist and other health professionals caring for you, such as reception staff, keep records about your eye health treatment so that they are able to provide you with the best possible care.

These records are called your 'Optometric eye health care record' and may be stored in paper form or on computer and electronic systems and might include Personal Data:

- basic details about you, such as address, date of birth, NHS Number and next of kin

Healthcare providers are permitted to collect, store, use and share this information under Data Protection Legislation which has a specific section related to Eye healthcare information.

### What do we do with your information?

- Refer you to other healthcare providers when you need other continued assessment and care services or tests
- Receive reports of appointments you have attended elsewhere such as with the community optometry

### What else do we do with your information?

- Quality / payment / performance reports are provided to service commissioners
- As part of clinical research - information that identifies you will be removed, unless you have consented to being identified
- Undertaking clinical audits within the Practice
- Supporting staff training

### Sharing when Required by Law

Sometimes we will be required to share your information and will not always be able to discuss this with you directly. Examples might be for the purposes of detection or prevention of crime, where it is in the wider public interest, to safeguard children or vulnerable adults or where required by court order.

### Information Access and Rights

Data protection law provides you with several rights that Eyecare Norfolk Ltd must support you with.

### Care Quality Commission Access to Health Records

CQC has powers under the Health and Social Care Act 2008 to access and use your Eye Health information where it is necessary to carry out their functions as a regulator. This means that inspectors may ask to look at certain records to decide whether we are providing safe, good quality care.

You have the right to obtain:

- confirmation that information is being used, stored or shared by the practice.
- a copy of information held about you

We will respond to your request within one month of receipt or tell you when it might take longer.

We are required to validate your identity of someone making a request on your behalf

### **Right to Correction**

If information about you is incorrect, you are entitled to request that we correct it

There may be occasions, where we are required by law to maintain the original information.

### **Complaints**

You also have the right to make complaints and request investigations into the way your information is used. Please contact our Data Protection Officer or visit the link below for more information.

### **How do we Protect your Information?**

We are committed to ensuring the security and confidentiality of your information. There are a number of ways in which we do this:

- Staff receive annual training about protecting and using personal data
- Policies are in place for staff to follow and are regularly reviewed
- We check that only minimum amount of data is shared or accessed
- We use encrypted emails and storage which would make it difficult for someone to 'intercept' your information
- We report and manage incidents to make sure we learn from them and improve
- We put in place contracts that require providers and suppliers to protect your data as well
- We do not send your data outside of the EEA