

Ambrose Avenue Group Practice Patient Participation Group Privacy Notice

Ambrose Avenue Patient Participation Group aim to support the Practice to provide a quality service to it's 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 Ambrose Avenue Group Practice. However, we are happy to provide any additional information or explanation needed. If you wish to request further information please contact the Reception Supervisors at the Ambrose Avenue Site in the first instance.

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 Ambrose Avenue Group Practice

We may share information you give us to

- Ambrose Avenue Group Practice

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.

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Anyone at Ambrose Avenue Group Practice Who Receives Information From Us Is Also Under A Legal Duty to Keep It Confidential and Secure

All persons in the Practice sign a confidentiality agreement that explicitly makes clear, their duties in relation to personal information and the consequences of breaching that duty.

Sharing Your Information without Consent

We will normally ask you for your consent, but there are times when we may be required by law to share your information without your consent, for example:

- Where there is a serious risk of harm or abuse to you or other people
- Where a serious crime, such as assault, is being investigated or where it could be prevented
- Where we encounter infectious diseases that may endanger the safety of others, such as meningitis or measles (but not sensitive information such as HIV/AIDS)
- Where a formal Court Order has been issued
- Where there is a legal requirement, e.g. if you had committed an Offence

Changes to This Privacy Notice

This AAGP PPG 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.

Concerns about Sharing Your Information

If you have any concerns about how we use or share your information, or you do not wish us to share your information, please contact the Reception Supervisors at Ambrose Avenue site in the first instance.

Complaints

If you have a complaint about how your information is managed by the PPG, please contact the Reception Supervisors at the Ambrose Avenue site in the first instance. If you remain unhappy with the PPG's response, you can complain to the Information Commissioner Office www.ico.gov.uk

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Change of Details

It is important that you tell us if any of your details such as your name, address or telephone number 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.