



Visitors Privacy Notice

We are New Court Surgery, a well-established GP Surgery. Our General Practitioners and allied healthcare professionals provide primary medical care services to our practice population and are supported by our administrative and managerial team in providing care for patients.

This privacy notice explains how we use any personal data we collect about you as part of the COVID19 contact tracing process.

How do we collect your personal data?

We may collect your personal data when you provide it to us when you arrive at the practice.

What types of personal data do we collect about you?

We may collect the following types of personal data:

- Your name
- Your contact details (phone number, email address or home address)
- Date of visit and arrival and departure time
- Details of any COVID19 related symptoms

How will we use the personal data we collect about you?

We may use your personal data in the following ways:

- To contact you following a confirmed COVID19 outbreak at New Court Surgery
- To support NHS Test and Trace in England

Any medical or health related personal data will be treated with confidence in line with the Common Law Duty of Confidence.

Call recording

All calls made from and received by New Court Surgery are recorded and may be used to support the learning and development of our staff. They may also be used when reviewing incidents, compliments or complaints.

Call recordings are managed in the same way as all other personal data processed by us and in line with current legislation.

How will we share your personal information?

We will share your information with the Department of Health & Social Care to support NHS Test and Trace in England. You can view the DHSC privacy notice here:

[NHS Test and Trace Privacy Notice](#)

How long do we keep your personal data

We will hold your personal data for 21 days.

Legal Basis

The processing of your personal data is necessary for the performance of New Court Surgery's official tasks carried out in the public interest in providing and managing a General Practice service and the processing is also necessary for reasons of public interest in the area of public health.

In some circumstances, we may process your personal information on the basis that:

- we are required to do so in order to comply with legal obligations to which we are subject;
- in the establishment, exercise or defence of a legal claim;
- or
- you have given us your explicit consent to do so.

Your rights

You have a right to:

- access the information we hold about you;
- correct inaccuracies in the information we hold about you;
- withdraw any consent you have given to the use of your information;
- complain to the relevant supervisory authority in any jurisdiction about our use of your information; and
- in some circumstances:
 - erase information we hold about you;
 - receive a copy of your personal data in an electronic format and require us to provide this information to a third party;
 - restrict the use of information we hold about you; and
 - object to the use of information we hold about you.

You can exercise these rights by contacting us as detailed below.

How to contact us

If you have any questions about our privacy notice, the personal information we hold about you, or our use of your personal information then please contact our Data Protection Officer at:

Data Protection Officer
New Court Surgery
Borough Fields
Royal Wootton Bassett
Swindon
SN4 7AX

Or Info.newcourt@nhs.net

Last reviewed: Oct20
Next review: Oct21

How to make a complaint

You also have the right to raise any concerns about how your personal data is being processed by us with the Information Commissioners Office (ICO):

<https://ico.org.uk/concerns>

0303 123 1113

Changes to our privacy notice

We keep our privacy notice under regular review and we will place any updates on this webpage. This privacy notice was last updated on 27/10/20.

Last reviewed: Oct20
Next review: Oct21