Privacy Notice – Accrux

Plain English explanation AccuRx is an online service allowing patients to contact the practice with both Medical and Administrative queries. We use a Triage product from them to support queries we receive.	
1**) Data Controller** contact details	Holly Tree Surgery 42 Boundstone Rd Wrecclesham Farnham GU10 4TG
2) Data Protection Officer contact details	Mr Umar Sabat Umar.sabat@ig-health.co.uk
3) **Purpose** of the processing	The information that is shared to support patient care.
4) **Lawful basis** for processing	The processing of personal data in support of direct care elsewhere is supported under the following Article 6 and 9 conditions of the UK GDPR: Article 6(1)(d) 'processing is necessary to protect the vital interests of the data subject or of another natural person'. Article 6(1)(e) '…necessary for the performance of a task carried out in the public interest or in the exercise of official authority…'. Article 9(2)(c) 'processing is necessary to protect the vital interests of the data subject or of another natural person where the data subject is physically or legally incapable of giving consent'. Article 9(2)(h) 'necessary for the purposes of preventative or occupational medicine for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services...'. We will also recognise your rights established under UK case law collectively known as the "Common Law Duty of Confidentiality"*.
5) **Recipient or categories of recipients** of the shared data	The data will be shared with Accurx to support the management of administrative queries.
6) **Rights to object**	You have the right to object to some or all of the information being shared. Please contact our Data Protection Officer.
7) **Right to access and correct**	You have the right to access the data that is being shared and have any inaccuracies corrected. There is no right to have accurate medical records deleted except when ordered by a court of Law.
8**) Retention period**	The data will be retained for active use during the processing and thereafter according to NHS Policies and the law.
9) **Right to Complain**.	You have the right to complain to the Information Commissioner's Office, you can use this link https://ico.org.uk/global/contact-us/

	or calling their helpline Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate) There are National Offices for Scotland, Northern Ireland and Wales, (see ICO website)

Please note the National Data Opt Out does not apply to this sharing of information. For further information please see: https://www.nhs.uk/your-nhs-data-matters/

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