

RN ROBERTS (OPTOMETRISTS) PRIVACY NOTICE

R N Roberts (optometrists) is a registered data controller and committed to protecting the personal data that you supply to us. We recognise that in holding your data we are in a position of trust.

INFORMATION WE COLLECT

We may collect the following information about you:

- Personal details – such as your name, date of birth, personal identifiers such as your National Insurance & NHS number, address, telephone number and email address.
- General and ocular health details history & family medical and ocular history.
- Details of medicines, spectacles and contact lenses prescribed for you.
- Details of examinations and other healthcare checks and treatments we provide.
- Information relevant to your continued care from other people who care for you or know you well such as other health professionals and relatives.

HOW WE STORE AND SHARE YOUR PERSONAL DATA

Your personal data is processed in the strictest of confidence. We store your personal data securely in our filing and electronic systems. Patient records are only accessible to the healthcare professionals working at the practice and those under their supervision.

We will usually keep any personal data we hold about you for ten years, after our last contact with you, before it is deleted (this is the good practice recommendation by the College of Optometrists). If your data was collected when you were aged under 18 years, we will keep it until your 25th birthday, in line with NHS requirements.

In exceptional cases, we may need to retain personal data for a longer period, our reason for doing so will be explained on request.

WHO WE MAY SHARE YOUR DETAILS WITH

Whilst processing your personal data we may share it with:

- The healthcare professionals working at our practice and those under their supervision.
- Healthcare professionals and those under their supervision at other optical practices but only if you have specifically asked us to pass your personal data to them.
- Your General Practitioner (GP), ophthalmologists and other healthcare providers and commissioners.
- Suppliers of optical appliances or similar products in connection with your ongoing healthcare treatment.
- Software providers for our patient record and invoicing systems so we can keep patient records up to date.
- Financial institutions, such as your bank, to arrange payment for services provided to you.

YOUR RIGHTS

Under the General data Protection Regulation (GDPR), you have the right to:

- Be informed about how we use your personal data (the details of which are contained herein).
- Request access to your personal data – this will be provided, free of charge, (except in exceptional and excessive circumstances or in cases where it has been provided previously). This information will be provided to you within thirty days of receipt of request.
- Rectification – you can request correction of your personal data that is inaccurate or incomplete. This information will be provided to you within thirty days of receipt of request (except in exceptional and excessive circumstances in which case you will be advised).
- Objection – if you object to us processing your data for healthcare or marketing purposes, where our legal bases are legitimate interests, (see ‘how we store and share your personal data’ above,) we will then stop doing so unless we are processing the data in respect of a legal claim or can otherwise show that our legitimate interest in processing the data overrides your rights and interests. If you do not wish us to use your personal information as described, you should discuss the matter with us. If you object to the way that we collect and use your information, we may not be able to continue to provide your ophthalmic care.
- The right to erasure (also known as the right to be forgotten) – If you request deletion of your personal data, we will do so if there is no compelling reason to continue processing it. We will not usually delete healthcare data before our usual time limit, (see ‘how we store and share your personal data’ above,) where we have a duty to keep accurate records such as compliance with legal obligation or in connection with a legal claim; If you request deletion of such data, we will discuss this with you.

Further information of your rights is available from the Information Commissioner’s Office (ICO).

CONTACTING US

If you have any questions or concerns regarding the way in which we process and store personal data, please ask at the practice or contact us online via the website at

<http://www.rnroberts.co.uk> or in writing to:

The Data Protection Officer,
R N Roberts (Optometrists)
282 North Road
Cardiff
CF14 3BN