

Aichill Medical

Privacy Notice

In providing your medical care and treatment, we will ask for information about you and your health. Occasionally, we may receive information from other providers who have been involved in providing your care. Aichill Medical respects your privacy and is committed to protecting your personal data. This privacy notice will inform you as to how and why we collect, use and share your personal data and will tell you about your privacy rights, how the law protects you and how to contact us.

About Us

We are Aichill Medical operating at 4 Eccleston Street, Belgravia, SW1W 9LT.

Kevin Lidlow is responsible for keeping secure the information about you that we hold. Those at the practice who have access to your information include medical professionals at the practice, and other medical professionals involved with your care and treatment, and the reception staff responsible for the management and administration of the practice. Our data protection officer, Francesca Lidlow, ensures that the practice complies with data protection requirements to ensure that we collect, use, store and dispose of your information responsibly. You can contact our data protection officer, Francesca Lidlow, by email at francesca@lidlow-mcsp.com.

It is important that you read this privacy notice together with any other privacy notice or fair processing notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This privacy notice supplements the other notices and is not intended to override them.

Data that we hold

We can only keep and use information for specific reasons set out in the law. If we want to keep and use information about your health, we can only do so in particular circumstances. Below we describe the information we hold and why, and the lawful basis for collecting and using it. Access to 'Special Categories of Personal Data', including medical records, are stored lawfully to fulfil our contractual obligations to the care of the individual, and to comply with statutory obligations to medical practices.

Contact details

We hold personal information about you including your name, date of birth, national insurance number, address, telephone number and email address. This information allows us to fulfil our contract with you to provide appointments. We will also use the information to send you reminders and recall appointments as we have a legitimate interest to ensure your continuing care and to make you aware of our services.

Medical Records

We hold information about your general health including

- Clinical records made by medical professionals involved with your care and treatment
- Medical histories
- Treatment plans and consent
- Notes of conversations with you about your care
- Dates of your appointments
- Details of any complaints you have made and how these complaints were dealt with
- Correspondence with you and other health professionals and institutions

We collect and use this information to allow us to fulfil our contract with you to discuss your treatment options and provide medical care that meets your needs. We also use this information for the legitimate interest of ensuring the quality of the treatment we provide.

Financial data

We hold information about the fees we have charged, the amounts you have paid and some payment details. This information forms part of our contractual obligation to you to provide medical care and allows us to meet legal financial requirements.

How we use your personal data

To provide you with the medical care and treatment that you need, we require up-to-date and accurate information about you.

We will share your information with other medical professionals and institutions in connection with your medical treatment.

We may contact you to conduct patient surveys or to find out if you are happy with the treatment you received for quality control purposes.

We will seek your preference for how we contact you about your dental care. Our usual methods are telephone, email or letter. If we wish to use your information for medical research or medical education, we will discuss this with you and seek your consent. Depending on the purpose and if possible, we will anonymise your information. If this is not possible, we will inform you and discuss your options.

Sharing Information

Your information is normally used only by those working at the practice but there may be instances where we need to share it- for example, with:

- Your doctor
- The hospital or community services or other health professionals caring for you
- Specialist medical services to which we may refer you
- NHS payment authorities

-The Department of Work and Pensions and its agencies, where you are claiming an exemption or remission from NHS charges

-Medical laboratories

-Debt collection agencies

-Private medical schemes of which you are a member

We will only disclose your information on a need-to-know basis and will limit any information that we share to the minimum necessary. We will let you know in advance if we send your medical information to another medical provider and we will give you the details of that provider at that time.

In certain circumstances or if required by law, we may need to disclose your information to a third party not connected with your health care, including HMRC or other law enforcement or government agencies.

[Keeping your information safe](#)

We store your personal information securely on our practice's computer system and sometimes in a manual filing system. Your information cannot be accessed by those who do not work at the practice; only those working at the practice have access to your information. They understand their legal responsibility to maintain confidentiality and follow practice procedures to ensure this.

We take precautions to ensure security of the practice premises, the practice filing systems and computers.

We use high-quality specialist medical software to record and use your personal information safely and effectively. Our computer system has a secure audit trail and we back up information routinely.

For reasons of medio legal purposes, we cannot delete medical records or notes relating to your health care. You have the right to request that we no longer contact you for reasons of legitimate interest, however any records relating to medical history or care will be kept on our systems.

[Access to your information and other rights](#)

You have a right to access the information that we hold about you and to receive a copy. We do not usually charge for copies of your information; if we pass a charge, we will explain the reasons. Should your data no longer be needed on a day-to-day basis, you can request for your data to be archived within our IT system or stored separately for physical records.

You can also request us to

-Correct any information that you believe is inaccurate or incomplete. If we have disclosed that information to a third party, we will let them know about the change.

-Erase some information that we hold. For legal reasons, we may be unable to erase certain information (for example, information about your medical treatment)/ However, we can, if you ask us to, delete some contact details and other non-practical information.

-Stop using your information – for example, sending you reminders for appointments or information about our service. Even if you have given us consent to send you marketing information, you may withdraw that consent at any time.

-Stop using information if you believe the information is inaccurate or you believe we are using your information illegally.

-Supply your information electronically to another medical professional.

If we are relying on your consent to use your personal information for a particular purpose, you may withdraw your consent at any time and we will stop using your information for that purpose.

All requests should be made by email to our practice manager Francesca Lidlow at francesca@lidlow-mcsp.com.

If you do not agree

If you do not wish us to use your personal information as described, you should discuss the matter with your practitioner. If you object to the way that we collect and use your information, we may not be able to continue to provide your medical care.

If you have any concerns about how we use your information and you do not feel able to discuss it with your practitioner or anyone at the practice, you should contact The Information Commissioner's Office (ICO), Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF (03031231113 or 01625545745).