

Dr LALITHA De SILVA

Privacy Policy for Patients

This privacy document explains how we collect information about our clients, how the information is held, processed and shared and how the confidentiality of client information is maintained. It also explains clients' rights relating to their personal information.

Who we are:

Here at Private Mental Health Care Ltd we take our duty to protect your personal information and confidentiality very seriously and to ensure it is held securely and only accessed by those with a need to know. We take care to meet our legal and regulatory duties as specified by GDPR (EU regulation 25.5.18).

What kind of information is held about you:

Personal details such as Name, Address, Next of Kin, GP practice and telephone numbers,

Contact we have with you such as appointments and admissions.

Relevant information from people who care for you such as health and social professionals, relatives or carers, Notes and reports about your health treatment and care.

Results of tests, such as blood test results, ECG,S, XRAY and scans.

Financial information, such as Insurance Company details, invoices, and payments.

How do we use your personal information:

In order to provide Psychiatric services we collect information to assess your health and decide on the most appropriate care for you.

The information is also used to improve the quality of care you receive.

When do we share information about you:

We have a duty under the Health and Social Care Act 2012 to share information about you with other health and social care professionals directly involved in your care so that you receive the best quality care. For instance, we will send your GP a summary of your diagnosis treatment, medication prescribed, test results. These agencies have a responsibility to keep your information confidential.

We may share this information with other health care professionals directly involved in your care so that we can all work together for your benefit. We will only do this when, either they have a genuine need for it, or we have your permission.

Certain information is shared with external care providers who provide services related to your care e.g.

Pathology Laboratory, E.C.G., Special Psychological tests. These organisations are data controllers in their own right and have the same responsibilities to maintain confidentiality.

We will not disclose information about you to third parties without your permission unless your, or somebody else's, health and safety are at risk, or the law requires us to pass on information.

How long are the records kept:

We do not keep your records for longer than necessary, usually 8 years, after which the records would be destroyed securely.

Your Rights :

Under GDPR you have the following rights:

The right to be informed about our collection and use of your personal information. This Privacy Notice will tell you everything you need to know. However if you need more information, or there are specific questions, you can contact us.

The right to access the personal information we hold about you.

The right to have your personal data rectified if any of the information held by us is inaccurate or incomplete.

The right to object to your personal information being used for a particular purpose.

Access to your personal information:

If you want to know what personal data we have about you, you can ask us for details and request a copy if you wish. This is known as "subject access request".

All requests should be made in writing. Please email or write to us.

You need to have proof of identity, authority to act on someone else's behalf If this is appropriate, and give us some indication what information you are seeking.

There is a nominal charge for this, if your request is excessive, for instance the request is repetitive, further fees may be charged to meet the administrative costs.

We aim to respond to your request within 28 working days of receipt of your request. If your request is complex more time may be required - up to a maximum of 3 months. You will be kept informed of progress.

Security:

Please note that any personal information you send us via the internet may not be secure. All communications we have with health care professionals involved in your care that contain personal information about you, will be encrypted and secure.

Any files about you will be held in secure files.

Contacting us:

If you have any queries or concerns regarding any of the above please email or write to:

Dr. Lalitha de Silva, No. Ten Harley Street, London, W1G 9PF

info@drlalithadesilva.com or

francavell@yahoo.co.uk

Consent:

I consent to how my personal data is collected processed and shared.

Date:.....

Signature:.....

WE MAY CHANGE THIS POLICY NOTICE FROM TIME TO TIME