

Privacy Notice – SystmOne

SystmOne is the electronic patient record system used by the Practice to record and manage information about your health and care. It is supplied by The Phoenix Partnership (Leeds) Ltd (TPP). The system supports clinical and administrative functions such as appointments, consultations, diagnoses, medication, test results, referrals, recalls and other information needed to provide your care.

Your SystmOne record may contain personal data such as your name, address, date of birth, NHS number and contact details, together with special category health information including symptoms, diagnoses, treatment, medication, test results, allergies, referrals, safeguarding information and correspondence.

Aylestone Health Centre remains responsible for how information in your GP record is used. TPP provides and supports the SystmOne software and processes information under contractual and data-protection arrangements with healthcare organisations. Access to your record is controlled and restricted to authorised staff with an appropriate reason to use it.

1) Data Controller contact details	Aylestone Health Centre
2) Data Protection Officer contact details	Umar Sabat Umar.sabat@ig-health.co.uk
3) Purpose of the processing	To create, maintain and use an accurate electronic health record so that the Practice can provide safe and effective healthcare. SystmOne is also used to support appointments, prescribing, referrals, investigations, recalls, clinical administration, audit and other activities necessary for the management and delivery of NHS health and care services. Where appropriate and lawful, relevant information may be made available to other authorised health and care professionals involved in your care.
4) Lawful basis for processing	Article 6(1)(e) UK GDPR – processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority. Article 9(2)(h) UK GDPR – processing is necessary for medical diagnosis, the provision of health or social care or treatment, or the management of health or social care systems and services. Where confidential patient information is disclosed for direct care, the Practice also complies with the Common Law Duty of Confidentiality. Other legal bases may apply where information must be used or disclosed because of a specific legal obligation or an overriding public-interest requirement.
5) Recipient or categories of recipients of the processed	The Phoenix Partnership (Leeds) Ltd (TPP), as the supplier and processor supporting SystmOne, and authorised Practice staff who need

data	access to perform their role. Relevant information may also be accessed or shared with other authorised NHS or health and care organisations involved in your care where a lawful and appropriate sharing arrangement is in place. TPP states that information held in SystmOne is stored within secure data centres and processed in accordance with its data-processing arrangements with healthcare organisations.
6) Rights to object	You have the right to object to processing carried out under Article 6(1)(e). However, the Practice must maintain an appropriate clinical record in order to provide care and meet its legal and professional obligations, so it may not always be possible to stop essential processing. You can raise concerns or ask about particular sharing arrangements by contacting the Practice or the Data Protection Officer.
7) Right to access and correct	You have the right to request access to your personal data and to ask for inaccurate factual information to be corrected. Clinical opinions or entries that were accurate at the time will not normally be deleted, although a correction or supplementary note can be considered where appropriate. There is no general right to have an accurate medical record erased.
8) Retention period	Information held as part of your GP health record will be retained in line with the NHS Records Management Code of Practice and other applicable legal and professional requirements. TPP processes the information for the Practice under its contractual arrangements and does not determine the Practice's clinical-record retention period.
9) Right to Complain.	You have the right to complain to the Information Commissioner's Office (ICO). Further information is available at https://ico.org.uk/global/contact-us/ or by calling 0303 123 1113.

Please note the National Data Opt-Out does not apply to processing for your individual care or to the operation of systems needed to provide that care. For further information please see: <https://www.nhs.uk/your-nhs-data-matters/>

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