**Privacy Notice**

Nuneaton & Bedworth PCN is a collective working on behalf of our 11 member GP practices collaborating along with other local health, social care, and voluntary services to provide coordinated and personalised care for our local community. We are committed to protecting your personal information. Everyone working for our Primary Care Network has a legal duty to keep information about you confidential. All our staff receive appropriate training to ensure they are aware of their personal responsibilities and have contractual obligations to uphold confidentiality, enforceable through disciplinary procedures.

This notice explains how we collect, use, and protect your data in line with data protection laws, including the UK GDPR and the Data Protection Act 2018. If you have questions, you can contact us directly (see Contact Us section).

**The Information We Collect**

We collect the following data to provide our patients with high quality healthcare, keep up to date and accurate medical records, plan and manage patient facing services, undertake audits and quality checks, and to support local and national public health initiatives. The data collected includes:

* Basic personal information: name, address, contact details
* Sensitive health data: medical history, treatment records, ethnicity, religious beliefs (if relevant), sex
* Emergency and care-related details: carer, legal representative, next of kin

**Using Personal Data and Keeping it Safe**

We follow strict rules and NHS guidelines to protect your information. All staff and contractors are bound by confidentiality agreements.

We will never sell your data or use it for any marketing materials without your prior consent.

We process your information under the General Data Protection Regulation, in accordance with the following articles:

* **Article 6(1)(e)** – for tasks in the public interest
* **Article 9(2)(h)** – for healthcare provision and management

**Risk Stratification & Medicines Management**

We may use tools to identify patients at risk of illness or in need of extra support. We also review prescribed medications to ensure the most effective treatment. You have the right to1 opt out of this if you wish.

**Sharing Information**

We only share your data when necessary, and always securely. We may share patient health and care data with:

* NHS Trusts, GPs, and other healthcare providers
* Social care, emergency services, or local authorities
* Research bodies (with your prior consent)

**Your Rights**

* You have the right to raise a Subject Access Request
* Correct inaccurate data
* Object to data use in some cases
* Withdraw consent where given
* Request deletion of your data in certain circumstances

To exercise these rights, contact the PCN directly (see Contact Us section below)

**Accessing Your Records**

We follow NHS record-keeping rules, keeping your data only as long as legally required.

You can request a copy of your records at any time, free of charge. We will respond to the request within one calendar month. Please provide enough information for us to confirm your identity.

**Where Your Data is Stored**

Your data is stored securely in the UK or EU with only authorised staff and products having access to your data. Backup data is encrypted and stored off site.

Third parties we may use may be situated outside the UK. We will ensure that these companies are committed to ensuring such transfers are compliant with applicable data transfer laws, including GDPR.

**Information we collect about you through our website**

We may automatically collect the following information about your visit. This information will not identify you, it relates to:

‘Google Analytics’ collects technical information, including your browser type and version, time zone setting, operating system and platform and the pages you visit.

‘Cookies’ are stored whilst you are using this site. We use cookies to recognise your computer when you visit our website to improve the website’s usability. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit [www.allaboutcookies.org](http://www.allaboutcookies.org/).

Use of cookies on our website: A cookie is a small file containing a string of characters that is sent to your computer when you visit a website. When you visit the site again, the cookie allows that site to recognise your browser. Cookies may store user preferences and other information.

Cookies provide a convenience feature to save you time or tell the Web server that you have returned to a specific page. For example, if you personalise pages on our website, or register for a Subscription Service, a cookie helps us to recall your specific information on subsequent visits. When you return to the same website, the information you previously provided can be retrieved, so you can easily use the customised features.

Cookies set by the website owner (in this case, our Primary Care Network) are called "first party cookies". Cookies set by parties other than the website owner are called "third party cookies". Third party cookies enable third party features or functionality to be provided on or through the website (e.g. interactive content and analytics). The parties that set these third-party cookies can recognise your computer both when it visits the website in question and when it visits certain other websites.

We use first party and third-party cookies for several reasons. Some cookies are required for technical reasons for our website to operate, and we refer to these as "essential" or "strictly necessary" cookies. Other cookies also enable us to track and target the interests of our users to enhance the experience on our website.

You have the right to decide whether to accept or reject cookies. You can exercise your cookie preferences by clicking on the appropriate opt-out links. You can set or amend your web browser controls to accept or refuse cookies. If you choose to reject cookies, you may still use our website though your access to some functionality and areas of our website may be restricted. As the means by which you can refuse cookies through your web browser controls vary from browser-to-browser, you should visit your browser's help menu for more information.

The specific types of first- and third-party cookies served through our websites and the purposes they perform include:

• Strictly necessary cookies. Strictly necessary cookies allow core website functionality such as user login and account management. Because the website cannot be used properly without these cookies, you cannot refuse them. You can block or delete them by changing your browser settings, however.

• Performance cookies. Performance cookies are used to see how visitors use the website, e.g. analytics cookies. Those cookies cannot be used to directly identify a certain visitor.

• Functionality cookies. Functionality cookies are used to track use of enhanced content, e.g. video content from YouTube.

You can change your consent to cookie usage using the Cookies Settings button at the bottom of the website. Click on Show Details for a detailed breakdown of all cookies used.

We may update our cookie policy from time to time to reflect, for example, changes to the cookies we use or for other operational, legal or regulatory reasons. Any updates relating to our use of cookies will be published on this web page

**Contact Us**

For further questions on our privacy policy, or to exercise your rights, requests must be made in writing to our Primary Care Network:

Address: Nuneaton & Bedworth PCN (Red Roofs Surgery), 31 Coton Road, Nuneaton. CV11 5TW

Alternatively, you can email us at: [cwicb.nunandbeddigital@nhs.net](mailto:cwicb.nunandbeddigital@nhs.net)

The information we will require when you make a request is your name, email address, contact telephone number, name or your GP practice or company and a description of the request.

**Our Data Protection Officer contact information:**

PCDC (Primary Care Development Centre)

Email: info@pcdc.org.uk

Telephone: 0115 838 6770