

# Professor Timothy L Jackson

PhD, MB ChB, FRCOphth

Consultant Ophthalmic and Retinal Surgeon

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## Privacy Notice

We care about the safety and confidentiality of the information we hold about you. This policy aims to tell you about the information we hold about you and how it will be used and shared.

We are required by law to maintain records about your health and the care that we provide for you. These records ensure that we provide you with the best possible healthcare.

### What information do we keep?

Records we hold about you may include the following:

- Your contact details such as address, phone numbers, email addresses
- Your personal data including date of birth and gender
- Your history with us – such as appointments and communications with us
- Clinical notes and reports about your general health and your eye health
- Details about your treatment and care
- Results of investigations eg. scans, blood tests
- Relevant information from other health professionals or others involved in your care.

### How do we keep this information?

Your information is stored and processed securely and confidentially using a combination of paper and technology. We work hard to protect you and your information from unauthorised access.

### How do we use this information?

We obtain and hold information on you solely for the purpose of providing quality healthcare services to you and we will ensure that information is kept confidential. However, as part of good clinical practice, we will share information with others involved in your health care by paper or electronically. This will include:

- Routinely providing your GP, optician, and/or the healthcare professional who referred you to us with clinical updates and written reports on your care;
- Sharing relevant contact details and necessary medical information with the hospital or clinic where you are being treated or undergoing investigations;
- Sharing relevant contact details and necessary medical information with other health professionals to whom you are being referred within the NHS or private healthcare;
- Sharing details of your diagnosis and treatment plan with your health insurers as requested by them;
- Sharing limited information about you to our billing partner to invoice your health insurers on our behalf;
- In the unlikely event of outstanding payments, we reserve the right to pass your contact details and account information to a debt collection agency to collect your overdue fees on our behalf.

ENQUIRIES: 020 7060 1968 FAX: 020 7084 0328 CORRESPONDENCE: Professor T Jackson, Ophthalmology Department, King's College Hospital, London, SE5 9RS EMAIL: [info@timothyjackson.london](mailto:info@timothyjackson.london)

WEB: [www.timothyjackson.london](http://www.timothyjackson.london)

We use trusted third party data processors to carry out the services and business functions listed below. Please be assured that all our partners acting on our behalf only process your data in accordance with instructions from us and comply fully with data protection laws and other appropriate confidentiality and security measures.

1] *Dscribe Ltd* [www.dscribe.co.uk](http://www.dscribe.co.uk)

Our clinical letters are dictated, encrypted and electronically sent outside of the EU for transcription by a Third Party (Dscribe Ltd.) Encrypted letters transmitted in this way do not contain your name or contact details but will be identified by a patient number and date of birth. Dscribe's own data processing and privacy policy is available to view on their website.

2] *Clinic Appointments* [www.clinicappointments.com](http://www.clinicappointments.com)

We use Clinic Appointments to answer your calls and take your messages when our admin office is unavailable. They will take brief personal details (eg. name and contact number) from you, as well as any message you choose to leave, in order to process your query effectively. They will notify us with this information by SMS/text message. Clinic Appointment's own data processing and privacy policy is available to view on their website.

3] *Healthcode* [www.healthcode.co.uk](http://www.healthcode.co.uk)

For insured patients, all invoicing to your insurers is made through an electronic portal via Healthcode. Details of Healthcode's own data processing and privacy policy is available to view on their website.

4] *Pharmacierge* [www.pharmacierge.com](http://www.pharmacierge.com)

If you wish to make use of our Pharmacy Concierge service and have your medications personally delivered to you we will need to share your contact details and medication details electronically with our partner organisation. Details of Pharmacierge's own data processing and privacy policy is available to view on their website.

Outside of these circumstances we will only disclose your personal information to others if:

- it is required by Law; or
- you consent to sharing of information with a Third Party – either implicitly for the sake of your own care, or explicitly for other purposes; or
- it is justified in the public interest.

*Please be assured that we will not use your personal information for any direct marketing activities or pass them to Third party organisations for this purpose.*

We may from time to time undertake audits or surveys to gather your feedback on the service that we offer or to assess clinical outcomes – we may contact you by telephone, email or post for this purpose.

### **How long do we keep this information?**

We retain your personal data for as long as we hold “legitimate interests” in fulfilling the purposes for which we collect it or otherwise where we are required to do so by law. For example, we are required to retain your medical records for a minimum of eight years after the conclusion of your treatment.

### **How will we communicate with you?**

We would like to be able to communicate with you by telephone, post, email and/or SMS/Text Message about your appointments with us, and to send you relevant medical information about your care. When you register with us you will be asked your preferences for the ways we communicate with you. Please be assured that you can change these preferences at any time.

### **What if you have concerns about your information?**

If you have concerns about the content of information we hold about you, about how information about you is managed by our practice, or wish to request changes to the way any of your information is stored or shared, please do not hesitate to contact us.

If you wish to request a copy of the information we hold on you (a subject access request) please contact us – we may charge a reasonable fee with a maximum of £10 for administrative/photocopying costs.

Phone: 020 7060 1968

Email: [info@timothyjackson.london](mailto:info@timothyjackson.london)

Post: The London Clinic, 119 Harley Street, London W1G 6AU

We are registered as a Data Controller with the Information Commissioner’s Office under the Data Protection Act 1998 and are compliant with the EU’s General Data Protection Regulation 2016. If you wish to complain about the way we have managed your information you can contact the Information Commissioner’s Office on 0303 123 1113.