



Privacy Notice

Keeping your information safe

In order to support your care, healthcare staff maintain records about you. We take great care to ensure your information is kept securely and used appropriately. Our staff are fully trained to understand their legal and professional obligations to protect your information.

Information we hold about you

- Your name, address, NHS number and contact details
- Records about your diabetes health, treatment and care

No personal data is collected beyond the minimum necessary for each specific purpose of the processing, and your data will be securely destroyed once there is no longer any need to keep it.

Consent to sharing your information

To save you having to give your information every time you attend our structured education programmes, we will share your information with your GP practice. The first time you attend our programme we will ask for your consent. However, if you decide that you do not want us to share your information, then please do not fill in the consent form.

Sharing information with other organisations

When information is shared, it is passed securely and kept confidentially by the people who receive it. It will only be used for the purpose it has been shared for.

This includes providing:

- GPs with updates on your treatment plans
- Other NHS organisations where you have treatment

We may also share anonymised information with organisations that help plan local health and care. Identifiable information personal to you is removed before sharing.

These include:

- Clinical Commissioning Groups (CCGs)

We facilitate regular testing of our security measures and in the event of a data breach incident we will notify the data protection authority within 72 hours.

Sharing your information without consent

We will usually tell you before we share your information. However, there are times when we may need to share your information without your consent, for example:

- Where there is a risk of harm to you or other people
- Where a serious crime, such as assault, is being investigated or where it could be prevented
- Where there is a legal requirement, for example a road traffic offence has been committed

You may request details of personal information we hold about you under the Data Protection Act 2018 or if you wish to withdraw your consent that has been previously given or make a complaint please write to the address below:

Information Governance Team Lead

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X-PERT Health
Linden Mill
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HX7 7DP

This Privacy Policy can also be viewed on our website www.xperthealth.org.uk

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