

## Fair Processing Notice

### 1. What is this Fair Processing Notice about?

Fair Processing is the conditions which have to be met for any activity involving personal data to be lawful. Being transparent and providing accessible information to individuals about how an organisation will use their personal data is a key element of the Data Protection Act 1998 (DPA) and the EU General Data Protection Regulation 2016 (GDPR). The most common way to provide this information is in a Fair Processing Notice (FPN).

This FPN is part of our programme to make, data sharing and processing activities meet our obligations transparent. The FPN tells you about information we collect and hold about you, what we do with it, how we keep it secure (confidential), who we might share it with and what your rights are in relation to your information.

### 2. Who we are

Amphill Practice and Regents Park Practice

### 3.

#### What kind of information we use?

We use the following types of information/data:

- Personal data or sensitive personal/special categories of personal data such as:
  - demographics - name, address, date of birth, postcode, NHS number
  - racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, genetic data, biometric data for the purpose of uniquely identifying a natural person, medical/health data, sexual life or sexual orientation data.
- pseudonymised - about individuals but with identifying details (such as name or NHS number) replaced with a unique code
- anonymised - about individuals but with identifying details removed
- aggregated - anonymised information grouped together so that it doesn't identify individuals

### 4. What do we use your personal data or sensitive personal/special categories of personal data for?

We use and share information about you in a number of ways. These include:

**Primary uses** of information from your GP medical record are those making information available to other NHS and public sector organisations, including their doctors, nurses and care professionals for the purpose of direct patient care.

**Secondary uses** of information from your GP medical record involves extracting identifiable data and (usually) sharing that data with other NHS organisations, for the purpose of indirect care. Examples include using your information for [research](#), audit, healthcare planning, risk “stratification” (Population Health Management).

There are some limited exceptions where we may share hold or use personal data or sensitive personal/special categories of personal data about you. For example, where we

are required by law to perform certain services that involve the sharing and processing of personal data or sensitive personal/special categories of personal data. In this case, the conditions/legal basis and justification for the processing of your personal data or sensitive personal/special categories of personal data are:

Type	Data Protection Act 1998 - Schedule 2 -	Data Protection Act 1998 - Schedule 3 -	General Data Protection Regulation - Article 6 -	General Data Protection Regulation - Article 9 -	Other Legal Basis and Justification
<b>Continuing Healthcare (CHC)</b>	<p>The processing of personal data is permitted under the following paragraphs:</p> <p><a href="#">4 (processing for vital interests of data subject);</a>  <a href="#">5(b), 5(c) and/or 5(d)</a>  <a href="#">(processing for statutory or governmental or public functions).</a></p>	<p>The processing of sensitive personal data is permitted under the following paragraphs:</p> <p><a href="#">7(1) (b) and/or 7(1) (c)</a>  <a href="#">(processing for statutory or governmental functions) and/or;</a>  <a href="#">8(1) (processing for medical purposes).</a></p>	<p>The processing of personal data is permitted under the following paragraphs :</p> <p><a href="#">(c) (processing for legal obligation);</a>  <a href="#">(d) (process for vital interests of data subject) and/or;</a>  <a href="#">(e) (public interest or in the exercise of official authority).</a></p>	<p>The processing of special categories of personal data is permitted under the following paragraphs:</p> <p><a href="#">(c) (vital interests);</a>  <a href="#">(h) (processing for medical purposes) and/or;</a>  <a href="#">(i) (public interest in the area of public health).</a></p>	<p>Section 251B Health and Social (Safety and Quality Act) 2015 (Duty to Share)</p>

<p><b>Supporting Medicines Management</b></p>	<p>The processing of <b>personal data</b> is permitted under the following paragraphs:</p> <p><a href="#">4 (processing for vital interests of data subject);</a></p> <p><a href="#">5(b), 5(c) and/or 5(d) (processing for statutory or governmental or public functions).</a></p>	<p>The processing of <b>sensitive personal data</b> is permitted under the following paragraphs:</p> <p><a href="#">7(1) (b) and/or 7(1) (c) (processing for statutory or governmental functions) and/or;</a></p> <p><a href="#">8(1) (processing for medical purposes).</a></p>	<p>The processing of <b>personal data</b> is permitted under the following paragraphs :</p> <p><a href="#">(c) (processing for legal obligation);</a></p> <p><a href="#">(d) (process for vital interests of data subject) and/or;</a></p> <p><a href="#">(e) (public interest or in the exercise of official authority).</a></p>	<p>The processing of <b>special categories of personal data</b> is permitted under the following paragraphs:</p> <p><a href="#">(c) (vital interests);</a></p> <p><a href="#">(h) (processing for medical purposes) and/or;</a></p> <p><a href="#">(i) (public interest in the area of public health).</a></p>	<p>Section 251B Health and Social (Safety and Quality Act) 2015 (Duty to Share)</p>
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<p><b>Integrated Urgent Care Service (IUC)</b>          - covering Out of Hours and NHS 111 service</p>	<p>The processing of <b>personal data</b> is permitted under the following paragraphs:</p> <p><a href="#">4 (processing for vital interests of data subject);</a></p> <p><a href="#">5(b), 5(c) and/or 5(d) (processing for statutory or governmental or public functions).</a></p>	<p>The processing of <b>sensitive personal data</b> is permitted under the following paragraphs:</p> <p><a href="#">7(1) (b) and/or 7(1) (c) (processing for statutory or governmental functions) and/or;</a></p> <p><a href="#">8(1) (processing for medical purposes).</a></p>	<p>The processing of <b>personal data</b> is permitted under the following paragraphs :</p> <p><a href="#">(c) (processing for legal obligation);</a></p> <p><a href="#">(d) (process for vital interests of data subject) and/or;</a></p> <p><a href="#">(e) (public interest or in the exercise of official authority).</a></p>	<p>The processing of <b>special categories of personal data</b> is permitted under the following paragraphs:</p> <p><a href="#">(c) (vital interests);</a></p> <p><a href="#">(h) (processing for medical purposes) and/or;</a></p> <p><a href="#">(i) (public interest in the area of public health).</a></p>	<p>Section 251B Health and Social (Safety and Quality Act) 2015 (Duty to Share)</p>
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<p>A process where we or you can request treatments that is not routinely funded by the NHS, which are known as <b>Individual Funding Requests</b></p>	<p>The processing of <b>personal data</b> is permitted under the following paragraphs:  <a href="#">1 (consent);</a>  <a href="#">4 (processing for vital interests of data subject);</a>  <a href="#">5(b), 5(c) and/or 5(d) (processing for statutory or governmental or public functions).</a></p>	<p>The processing of <b>sensitive personal data</b> is permitted under the following paragraphs:  <a href="#">1 (consent);</a>  <a href="#">7(1) (b) and/or 7(1) (c) (processing for statutory or governmental functions) and/or;</a>  <a href="#">8(1) (processing for medical purposes).</a></p>	<p>The processing of <b>personal data</b> is permitted under the following paragraphs :  <a href="#">(c) (processing for legal obligation);</a>  <a href="#">(d) (process for vital interests of data subject) and/or;</a>  <a href="#">(e) (public interest or in the exercise of official authority).</a></p>	<p>The processing of <b>special categories of personal data</b> is permitted under the following paragraphs:  <a href="#">(c) (vital interests);</a>  <a href="#">(h) (processing for medical purposes) and/or;</a>  <a href="#">(i) (public interest in the area of public health).</a></p>	
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<p><b>Safeguarding Concerns</b> - to prevent an individual, or to prevent a serious crime</p>	<p>The processing of <b>personal data</b> is permitted under the following paragraphs:</p> <p><a href="#">4 (processing for vital interests of data subject);</a></p> <p><a href="#">5(b), 5(c) and/or 5(d) (processing for statutory or governmental or public functions).</a></p>	<p>The processing of <b>sensitive personal data</b> is permitted under the following paragraphs:</p> <p><a href="#">7(1) (b) and/or 7(1) (c) (processing for statutory or governmental functions) and/or;</a></p> <p><a href="#">8(1) (processing for medical purposes).</a></p>	<p>The processing of <b>personal data</b> is permitted under the following paragraphs :</p> <p><a href="#">(c) (processing for legal obligation);</a></p> <p><a href="#">(d) (process for vital interests of data subject) and/or;</a></p> <p><a href="#">(e) (public interest or in the exercise of official authority).</a></p>	<p>The processing of <b>special categories of personal data</b> is permitted under the following paragraphs:</p> <p><a href="#">(c) (vital interests);</a></p> <p><a href="#">(h) (processing for medical purposes) and/or;</a></p> <p><a href="#">(i) (public interest in the area of public health).</a></p>	<p>Care Act 2012</p>
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<p>Camden Primary Care Services (GP Practices) delivering local care service</p>	<p>The processing of <b>personal data</b> is permitted under the following paragraphs:</p> <p><a href="#">4 (processing for vital interests of data subject);</a></p> <p><a href="#">5(b), 5(c) and/or 5(d) (processing for statutory or governmental or public functions).</a></p>	<p>The processing of <b>sensitive personal data</b> is permitted under the following paragraphs:</p> <p><a href="#">7(1) (b) and/or 7(1) (c) (processing for statutory or governmental functions) and/or;</a></p> <p><a href="#">8(1) (processing for medical purposes).</a></p>	<p>The processing of <b>personal data</b> is permitted under the following paragraphs :</p> <p><a href="#">(c) (processing for legal obligation);</a></p> <p><a href="#">(d) (process for vital interests of data subject) and/or;</a></p> <p><a href="#">(e) (public interest or in the exercise of official authority).</a></p>	<p>The processing of <b>special categories of personal data</b> is permitted under the following paragraphs:</p> <p><a href="#">(c) (vital interests);</a></p> <p><a href="#">(h) (processing for medical purposes) and/or;</a></p> <p><a href="#">(i) (public interest in the area of public health).</a></p>	<p>Section 251B Health and Social (Safety and Quality Act) 2015 (Duty to Share)</p>
<p><b>“Risk Stratification” (Population Health Management)</b></p>	<p>See other legal basis and justification</p>	<p>See other legal basis and justification</p>	<p>See other legal basis and justification</p>	<p>See other legal basis and justification</p>	<p>Section 251 NHS Act 2006</p>



Your personal data or sensitive personal/special categories of personal data may also be used in the following cases:

- The information is necessary for your direct healthcare
- You have freely given your informed agreement (consent) for us to use your information for a specific purpose
- There is a legal requirement that will allow us to use or provide information (e.g. a formal court order)

## 5. What do we use anonymised data for?

We use anonymised data to plan health care services. Specifically we use it to:

- Check the quality and efficiency of the health services we commission
- Prepare performance reports on the services we commission.
- Review the care being provided to make sure it is of the highest standard

## 6. Do you share my information with other organisations?

The law provides some NHS bodies, particularly NHS Digital, (formally the Health and Social Care Information Centre) ways of collecting and using patient data that cannot identify a person to help Commissioners to design and procure the combination of services that best suit the population they serve.

We may share information with NHS England and NHS Digital. If you do not want your information to be used for purposes beyond providing your care you can choose to opt-out. If you wish to do so, please inform your us and we they will mark your choice in your medical record. You can opt out of your data being used for some purposes. You can withdraw your opt-out choice at any time by informing us. More information is available on [NHS Digital Your personal information choices](#).

NHS Digital takes the responsibility for looking after care information very seriously. Please follow links on [how we look after information](#) for more detailed documentation.

NHS England recognises the importance of protecting personal and confidential information in all that we do, all we direct or commission, and takes care to meet its legal duties. Follow the links on the [How we use your information](#) page for more details.

## 7. Camden local sharing initiatives

We may share information about you with other Camden Practices, NHS Trusts Providers, Community Health and the Local Authority to support the delivery of direct health and care in line with Camden Local Care Delivery strategy, interoperability solutions and the NHS Five Year Forward View and Sustainability Transformation Plan ("STP").

A List of our sharing Partners and external data processors we work with and the services they provide include:

- [NHS Camden Clinical Commissioning Group \(Camden CCG\)](#): Responsible for securing, planning, designing and paying for your NHS services, including planned

and emergency hospital care, mental health, rehabilitation, community and primary medical care (GP) services, Information Communication Technology (ICT), providing risk stratification services and acting as the data processor in respect to CIDR.

- [North East London Commissioning Support Unit](#): Commissioning intelligence analysis (add value to the analyses of data that does not directly identify individuals).
- [London Borough of Camden \(Adult Social Care\)](#)
- [University College London Hospital NHS Foundation Trust](#): Provides academically-led acute and specialist services, to the local area, by delivering patient care
- [Central and North West London Community Hospital](#): Provides health care services for people with a wide range of physical and mental health needs
- [Camden and Islington Mental Health Trust](#): Provides safe and innovative care to our patients in the community, in their homes or in hospital
- [Royal Free London NHS Foundation Trust](#): Provides health care services for people with a wide range of physical and mental health needs.
- Camden Primary Care Services including GP Practices and GP Federations: Delivering local care services across Camden area.
- [Mede Analytics](#): Risk stratification software supplier
- Age UK
- Marie Curie
- Tavistock and Portman NHS Foundation Trust - Providing psychiatric service
- London Central & West Unscheduled Care
- Niche Healthcare - record storage and distribution

## 8. Camden digital transformation and interoperability initiatives

In line with the NHS [Five Year Forward View](#) vision and Sustainability Transformation Plan ("STP") Camden Local Care Delivery Strategy and North Central London (NCL) interoperability programme have delivered a shared technology/ system in order to facilitate transformation of health and care services irrespective of traditional organisational or technological boundaries. The shared system is referred to as Care Integrated Digital Record (CIDR).

### 8.1 What is Care Integrated Digital Record (CIDR)?

[Care Integrated Digital Record \(CIDR\)](#) is an electronic record linking information from health and social care organisations across North Central London (NCL). Health and care professionals use these records through an online portal to enable them to provide the best possible care to patients and clients.

CIDR includes information about patients/clients recorded by acute hospitals, mental health, community health, social care and GP Practices.

### 8.2 What is EMIS Web data streaming?

The EMIS Web data streaming enables Camden GPs and their Providers Partners (e.g. acute hospitals, mental and community health) to share patients' medical records on EMIS Web systems in order to provide direct patient care for services such as, continued extended access, home visits, universal offers, musculoskeletal service, GP at front door

and other neighbourhood services across Camden, in line the local Care delivery strategy and the NHS STP.

It also enables specific Camden GPs identify their patients with highly complex, multiple morbidity and/or frailty, who might benefit from targeted multi-disciplinary team support as part of case management and care planning (the "Case Finding Purpose");

**How will my information be made available?**

The information is “streamed” in real time and on-demand, meaning that data from your GP record is neither extracted, nor uploaded, nor sent anywhere. The data remains within your GP Emis database and users are allowed read-view access only.

**8.3 What are the Legal Basis and justification for processing my data on CIDR and Emis Web streaming?**

The conditions / legal basis and justification for the sharing personal, sensitive personal/ special categories of personal data in Emis Web and CIDR are:

Data Protection Act 1998 - Schedule 2 -	Data Protection Act 1998 - Schedule 3 -	General Data Protection Regulation - Article 6 -	General Data Protection Regulation - Article 9 -
The sharing of <b>personal data</b> is permitted under the following paragraphs: <a href="#">1 (consent);</a> <a href="#">4 (processing for vital interests of data subject);</a> <a href="#">5(b), 5(c) and/or 5(d) (processing for statutory or governmental or public functions).</a>	The sharing of <b>sensitive personal data</b> is permitted under the following paragraphs: <a href="#">1 (consent);</a> <a href="#">7(1) (b) and/or 7(1) (c) (processing for statutory or governmental functions) and/or;</a> <a href="#">8(1) (processing for medical purposes).</a>	The sharing of personal data is permitted under the following paragraphs: <a href="#">a (consent);</a> <a href="#">(c) (processing for legal obligation);</a> <a href="#">(d) (process for vital interests of data subject) and/or;</a> <a href="#">(e) (public interest or in the exercise of official authority).</a>	The sharing of special categories of personal data is permitted under the following paragraphs: <a href="#">(a) (explicit consent);</a> <a href="#">(c) (vital interests);</a> <a href="#">(h) (processing for medical purposes) and/or;</a> <a href="#">(i) (public interest in the area of public health).</a>
The sharing of personal data for indirect care is will be permitted under: <a href="#">1 (consent);</a>	The sharing of personal sensitive data for indirect care will be permitted under: <a href="#">1 (consent)</a>	The sharing of personal data for indirect care will be permitted under: <a href="#">a (consent);</a>	The sharing of special category data for indirect care will be permitted under: <a href="#">(a) (explicit consent);</a>

**8.4 Can I opt-out of CIDR and/or Emis Web data streaming?**

A patient or client can opt out of having a CIDR record or Emis Web data streaming by completing an opt-out form with their GP Practice. Although we will first need to explain how this may affect the care you receive.

**9. National Programme and Systems**

**9.1. What Summary the Care Record (SCR)?**

[The Summary Care Record \(SCR\)](#) is an electronic record of important patient information, created from GP medical records. It can be seen and used by authorised staff in other areas of the health and care system involved in the patient's direct care. Health and care staff can [access SCR through the Spine web portal](#)

The SCR can be viewed by health and care staff, and viewing is now being rolled out to community pharmacies. SCRs can be viewed through clinical systems or through the [SCR a web viewer](#), from a machine logged in to the secure NHS network, using a [smartcard](#) with the appropriate Role Based Access Control codes set.

Patients can ask to view or add information to their SCR by visiting their GP Practice. For more patient information see [your health records - NHS Choices](#).

Access to SCR information means that care in other settings is safer, reducing the risk of prescribing errors. It also helps avoid delays to urgent care. At a minimum, the SCR holds important information about;

- current medication
- allergies and details of any previous bad reactions to medicines
- the name, address, date of birth and NHS number of the patient

The patient can also choose to include [additional information in the SCR](#), such as details of long-term conditions, significant medical history, or specific communications needs. Data within the SCR is protected by secure technology. Users must have a [smartcard](#) with the correct codes set. Each use is recorded

A patient can opt out of having an SCR by returning a completed [opt-out form](#) to their GP practice. Although we will first need to explain how this may affect the care you receive.

## 10. Details of data linkage with other datasets

Data may be de-identified and linked so that it can be used to improve health care and development and monitor NHS performance. Where data is used for these statistical purposes, stringent measures are taken to ensure individual patients cannot be identified.

When analysing current health services and proposals for developing future services it is sometimes necessary to link separate individual datasets to be able to produce a comprehensive evaluation. This may involve linking primary care GP data with other data such as secondary uses service (SUS) data (inpatient, outpatient and A&E). In some cases there may also be a need to link local datasets which could include a range of acute-based services such as radiology, physiotherapy, audiology etc., as well as mental health and community-based services such as Improving Access to Psychological Therapies (IAPT), community nursing, podiatry etc. When carrying out this analysis, the linkage of these datasets is always done using a unique identifier that does not reveal a person's identity.

The organisation responsible for processing de-identified and linked data under this category, on behalf of the Practice is [NHS Camden CCG](#). We ensure that the data processor is legally and contractually bound to operate and prove security arrangements are in place where data that could or does identify a person are processed.

## 11. What are your rights?

Where information from which you can be identified is held, you have the:

- Right of access to view or request copies of the records
- Right to rectification of inaccurate personal data or special categories of personal data
- Right to restriction of the processing of your data where accuracy of the data is contested, processing is unlawful or where we no longer need the data for the purposes of the processing
- Right to object and automated individual decision-making
- Right to data portability by requesting the data which you provided to us (not data generated by us) in a structured, commonly used machine readable format. Your right to portability applies only where:
  - data is processed by automated means, and
  - you provided consent to the processing or,
  - the processing is necessary for the fulfilment of a contract
- **Right to erasure (right to be forgotten).** Examples of where Right of Erasure' will apply are:
  - Where you had given consent and later and withdraws their consent;
  - where your personal data concerning health has been unlawfully processed;
  - where your personal health data data is no longer necessary in relation to the purposes for which they were collected;
  - where you object to the processing of your personal health data pursuant to and there are no overriding legitimate grounds for the processing.

**You can exercise your rights at anytime by completing our Subject Access Request (SAR) form.** We will first need to explain how this may affect the care you receive and any overriding legitimate grounds for the processing that may apply.

## 12. What is the patient opt-out?

The NHS Constitution states "You have the right to request that your confidential information is not used beyond your own care and treatment and to have your objections considered".

There are two types of opt- outs available at different levels. These include:

### 12.1 Type 1 opt-out

If you do not want personal confidential information that identifies you to be shared outside your GP practice, for purposes beyond your direct care, you can register a 'Type 1 opt-out' with your GP practice. This prevents your personal confidential information from being used other than in particular circumstances required by law, such as a public health emergency like an outbreak of a pandemic disease.

Patients are only able to register the opt-out at their GP practice.

Records for patients who have registered a 'Type 1 opt-out' will be identified using a particular code that will be applied to your medical records that will stop your records from being shared outside of your GP Practice.

## 12.2 Type 2 opt - out

NHS Digital collects information from a range of places where people receive care, such as hospitals and community services.

To support those NHS constitutional rights, patients within England are able to opt out of their personal confidential data being shared by the HSCIC for purposes other than their own direct care, this is known as a 'Type 2 opt-out'.

If you do not want your personal confidential information to be shared outside of NHS Digital, for purposes other than for your direct care, you can register a 'Type 2 opt-out' with your GP practice.

Patients are only able to register the opt-out at their GP practice.

### **Further Information and Support about Type 2 opt-outs:**

For further information and support relating to Type 2 opt-outs please contact NHS Digital on:

Tel: 0300 303 5678

Email: [enquiries@nhsdigital.nhs.uk](mailto:enquiries@nhsdigital.nhs.uk)

Alternatively visit the website <http://content.digital.nhs.uk/article/7092/Information-on-type-2-opt-outs>

## 13. What safeguards are in place to ensure data that identifies me is secure?

We only use information that may identify you in accordance with the Data Protection Act 1998 and the EU General Data Protection Regulation 2016. These Legislations requires us to process personal data only if there is a legitimate basis for doing so and that any processing must be fair and lawful.

Within the health sector, we also have to follow the common law duty of confidence, which means that where identifiable information about you has been given in confidence, it should be treated as confidential and only shared for the purpose of providing direct healthcare.

The [NHS Digital Code of Practice on Confidential Information](#) applies to all of our staff, and they are required to protect your information, inform you of how your information will be used, and allow you to decide if and how your information can be shared. All Amphill and Regents Park Practice staff are expected to make sure information is kept confidential and receive annual training on how to do this. This is monitored by the Practice and can be enforced through disciplinary procedures.

We also ensure the information we hold is kept in secure locations, restrict access to information to authorised personnel only, protect personal and confidential information held on equipment such as laptops with encryption (which masks data so that unauthorised users cannot see or make sense of it).

The Practice is registered with the Information Commissioner's Office (ICO) as a data controller and collects data for a variety of purposes. A copy of the registration is

available through the [ICO website](#). You can search by our Practice name or ICO Data Protection Register number Z5101174

## How long do you hold confidential information for?

All records held by the Practice will be kept for the duration specified in the [Records Management Codes of Practice for Health and Social Care](#)

### 14. Gaining access to the data we hold about you

Everybody has the right to see, or have a copy, of data we hold that can identify you, with some exceptions. You do not need to give a reason to see your data.

If you want to access your data you must make the request in writing. Under special circumstances, some information may be withheld.

If you wish to have a copy of the information we hold about you, please write to:

**The Practice Secretary (Records)**

**Amphill Practice, Crowndale Health Centre, 59 Crowndale Road. London NW1 1TN**  
or

**Regents Park Practice, Cumberland Market. London NW1 3RH**

### 15. The role of the Practice Caldicott Guardian

The Practice Senior Partner is the Caldicott Guardian who is responsible for protecting the confidentiality of patients/service-user's information and enabling appropriate information sharing. Acting as the 'conscience' of the organisation, the Caldicott Guardian actively supports work to enable information sharing where it is appropriate to share, and will advise on options for lawful and ethical processing of information. The Caldicott Guardian contact details are:

**The Caldicott Guardian**

**Amphill Practice, Crowndale Health Centre, 59 Crowndale Road. London NW1 1TN**  
or

**Regents Park Practice, Cumberland Market. London NW1 3RH**

### 16. Your right to opt out

In some instances, you are allowed to request that your confidential information is not used beyond your own care and treatment and to have your objections considered. If your wishes cannot be followed, you will be told the reasons (including the legal basis) for that decision.

If you wish to exercise your right to opt-out, or to speak to somebody to understand what impact this may have, if any, please contact us: [www.amphillpractice.co.uk](http://www.amphillpractice.co.uk) or [www.regentsparkpractice.co.uk](http://www.regentsparkpractice.co.uk)

### 17. What is the right to know?

The Freedom of Information Act 2000 (FOIA) gives people a general right of access to information held by or on behalf of public authorities, promoting a culture of openness and accountability across the public sector.

#### 18.1 What sort of information can I request?

In theory, you can request any information that the Practice holds that does not fall under an exemption. You may not ask for information that is covered by the Data Protection Act or EU General Data Protection Regulation (GDPR) under FOIA. However you can request this under a Subject Access Request - see section above 'Gaining access to the data we hold about you'.

## 18.2 How do I make a request for information?

Your request must be in writing and can be either posted or handed in to:

**Ampthill Practice, Crowndale Health Centre, 59 Crowndale Road. London NW1 1TN**  
or

**Regents Park Practice, Cumberland Market. London NW1 3RH**

## 18. Complaints or questions

We try to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring concerns to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. Please contact us:

**Ampthill Practice, Crowndale Health Centre, 59 Crowndale Road. London NW1 1TN**  
or

**Regents Park Practice, Cumberland Market. London NW1 3RH**

For independent advice about data protection, privacy, data sharing issues and your rights you can contact:

Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113 (local rate) or 01625 545 745

Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

[Visit the ICO website.](#)