

Privacy Notice – Econsult

Plain English explanation

eConsult is a platform that allows you to seek self-help information from the NHS, through your GP Practice or surgery website. Services include self-help information, advice or help from local services which may be appropriate for your condition, such as self-referral services or help from your local pharmacy.

The Redcliffe surgery utilises online consultations via an Econsult platform. Information entered in an online consultation is stored as a PDF file in your clinical record. It's all the information you have entered based on your symptoms and entered on as you had seen the doctor face to face. It is subject to the same information rules as anything else in your file.

1) Data Controller contact details	The Redcliffe Surgery, 10 Redcliffe Street. SW10 9DT
2) Data Protection Officer contact details	Warwick Young Email: redcliffesurgery@nhs.net Tel: 02074602222
3) Purpose of the processing	Purpose of processing using your name and details using the secure eweb gp link is to link up with our clinical system to add in all the useful information you write for the clinician to help advise or diagnose your condition. Only people who can see this data is the data controller which is Redcliffe surgery as it comes automated to our emails or clinical system.
4) Lawful basis for processing	The processing of personal data in the delivery of direct care and for providers' administrative purposes in this surgery and in support of direct care elsewhere is supported under the following Article 6 and 9 conditions of the GDPR: <i>Article 6(1)(e) '...necessary for the performance of a task carried out in the public interest or in the exercise of official authority...'</i> <i>Article 9(2)(h) 'necessary for the purposes of preventative or occupational medicine for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services...'</i> We will also recognise your rights established under UK case law collectively known as the "Common Law Duty of Confidentiality"*
5) Recipient or categories of recipients of the shared data	Outflow communication from Econsult platform- all demographic and patient data identifiers going to Primary care Provider which is redcliffesurgery using MESH client and encrypted in transit.
6) Rights to object	You have the right to object to this processing where it might result in a decision being made about you. That right may be based either on implied consent under the Common Law of Confidentiality, Article 22 of GDPR or as a condition of a Section 251 approval under the HSCA. It can apply to some or all of the information being shared with the recipients. Your right to object is in relation to your personal circumstances. Contact the Data Controller or the practice.
7) Right to access and correct	You have the right to access the data that is being shared and have any

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	inaccuracies corrected. There is no right to have accurate medical records deleted except when ordered by a court of Law.
8) Retention period	If data provided to the Econsult website, then retained in line with CQC policies on storing identifiable data (see CQC Code of Practice)
9) Right to Complain.	You have the right to complain to the Information Commissioner's Office, you can use this link https://ico.org.uk/global/contact-us/ or calling their helpline Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate)

* "Common Law Duty of Confidentiality", common law is not written out in one document like an Act of Parliament. It is a form of law based on previous court cases decided by judges; hence, it is also referred to as 'judge-made' or case law. The law is applied by reference to those previous cases, so common law is also said to be based on precedent.

The general position is that if information is given in circumstances where it is expected that a duty of confidence applies, that information cannot normally be disclosed without the information provider's consent.

In practice, this means that all patient information, whether held on paper, computer, visually or audio recorded, or held in the memory of the professional, must not normally be disclosed without the consent of the patient. It is irrelevant how old the patient is or what the state of their mental health is; the duty still applies. Three circumstances making disclosure of confidential information lawful are:

- where the individual to whom the information relates has consented;
- where disclosure is in the public interest; and
- where there is a legal duty to do so, for example a court order.

For further details about the Data privacy and information on how your information is secure using E-Consult.

Please follow the link: [Econsult Data privacy url](#)