**SMS Text Messages**

|  |  |
| --- | --- |
| ***Plain English Explanation*** | Patients are free to provide Redcliffe Surgery with their mobile phone number and consent will be recorded to allow Redcliffe Surgery staff to use SMS if needed, or if preferred by the patient.  The majority of SMS messages are automatically generated to remind patients of forthcoming surgery appointments that they have booked.  SMS can be used to convey test results.  Other uses include inviting eligible patients to attend for flu clinics or annual reviews (e.g. asthma, COPD, Diabetes) or in emergencies when surgeries have to be cancelled at short notice.  **We do not use SMS messages for any form of direct marketing.**  **All text messages are for direct medical care purposes only.**  Patients have the right to provide Redcliffe Surgery with their mobile number in order to enable an alternative number by which to contact them, **without** allowing SMS messages to be sent (i.e. “mobile phone calls only”).  We will record and action any such objection accordingly, ensuring no SMS messages are sent to you. |
| *Identity and contact details of the data controller and the data protection officer* | The Redcliffe Surgery  DPO -Warwick Young  Email: [redcliffesurgery@nhs.net](mailto:redcliffesurgery@nhs.net)  Tel: 02074602222 |
| *How does this comply with the Common Law Duty of Confidentiality?*   * *Consent* * *Implied (e.g. direct care)* * *Explicit (e.g. emergencies)* * *COPI Regulations 2002 (e.g. Reg 5 - “s251”)* * *“overriding public interest” (to safeguard you or another person)* * *legal obligation (e.g. court order)* | N/A  The information is being shared directly with the data subject (you) |
| *Purpose of the processing and the lawful basis for the processing* | To enable staff at Redcliffe Surgery to communicate with patients via text (SMS)  This is a **Direct Care** purpose  Personal data being processed includes the mobile number  Special category of data (health)  Lawful bases: **Article 6(1)(e) – Official Authority**  **Article 9(2)(h) – Provision of health** |
| *Is this:*   * *Access* ***to*** *your GP record* * *Extraction of information*  ***from*** *your GP record* * *Access to data held about you* ***by another data controller*** | N/A |
| *The recipient(s), or categories of recipients, of your personal data* | The data subject (you) |
| *Retention period of the data (or criteria used to determine the retention period)* | N/A |
| *The existence of each of your rights* | Article 6(1)(e) gives the data subject the right to object. |
| *The right to lodge a complaint with a supervisory authority* | Yes: The Information Commissioner |
| *The existence of automated decision making, including profiling and information about how decisions are made, the significance and the consequences* | No |