

# LONDON DIGESTION

## TO OUR PATIENTS

### COLLECTION OF PERSONAL INFORMATION

#### *Privacy Policy*

London Digestion understands the value of your personal information and are committed to protecting your privacy under the Freedom of Information and Protection of Privacy Act (the Act) and we must tell you about how your information is used and who you can contact should you have any questions.

#### *Use of Information collected*

London Digestion collects, uses and discloses this personal information under legislative authorities, such as, but not limited to: the Health Authorities Act, Health Act, Hospital Act, Hospital Insurance Act and relevant regulations.

In order to provide patients with a high standard of medical care and attention, we need to hold personal information about them. This comprises of the following:

1. Personal details such as age, hospital number, residential address, email address, telephone numbers and name and address of GP, preferred method of payment
2. Past and present medical conditions
3. Information about the treatment that we have provided, or propose to provide and associated costs if you are self-funding
4. Notes of conversations in clinic or at the time of your procedure
5. Any correspondence received or results obtained, relating to you medical condition

Personal information is collected from you in order to provide you with health services, payment for those services and to communicate with you. We may collect information from your GP, other health facilities to confirm who you are. For purposes of ongoing care, we may also obtain information from external sources for lab results and medication information. Your family or legal representative may provide information on your behalf.

#### *Security of Information*

We will take all reasonable steps to make sure that your personal information is treated confidentially, is only used for the purposes described, and is stored securely. Personal data is held on a secured practice computer system. The information is not accessible to the public and only authorised members of staff have access to it. Our computer system is managed by a professional IT company and is password protected. It may be necessary for staff supporting our computer system to access the programme but strict security precautions are followed at all times.

Your information will be used and shared as authorised by the Act and for:

1. Your immediate and ongoing care
2. Maintaining contact with you to assist us in improving the quality of our care and services
3. As required by law
4. For payment purposes

You can be assured that all reasonable measures will be taken to ensure that your information will be treated confidentially in compliance with the Freedom of Information and protection of Privacy Act.

### ***Use of Cookies***

A cookie is a small text file containing a unique identifier containing small amounts of information which are downloaded to your device or desktop when you visit a website that is placed on your computer's hard drive. Cookies are then sent back to the originating website on each subsequent visit, or to another website that recognises that cookie. Cookies are useful because they allow a website to recognise a user's device. Cookies do lots of different jobs, like letting you navigate between pages efficiently, online are more relevant to you and your interests. The cookies used on this website have been categorised based on the categories found in the ICC UK Cookie guide.

### ***Patient Wishes***

If patients do not wish personal data that we hold about them to be disclosed or used in the way described in this policy, please discuss the matter with you consultant. Patients have the right to object, and these objections would be respected without question, but may affect our ability to provide them with a high standard of ongoing medical care.

[admin@londondigestion.co.uk](mailto:admin@londondigestion.co.uk)

Tel 0207 403 3814