

# THRIVE

## THANKS FOR VISITING OUR WEBSITE.

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We also collect other information if you get in touch or come to see us at THRIVE....

## YOUR INFORMATION AND HOW WE MAY USE IT

We keep personal, special information that you tell us about you, and your health, to allow us to offer you our expertise and optimise your health care. This information may be needed if we see you again, and because we must follow good clinical practice and proper record keeping procedures. Everyone working for Thrive has a legal duty to keep information about you confidential. You are under no obligation to give us this information, however, if you do not it may influence the healthcare that we can offer you.

The purposes for which your information may be needed are:

- Giving you health care
- Helping staff review the care they provide to make sure it is of the highest standard
- Managing and planning Thrive
- Financial transactions / accounting
- Investigating complaints or legal claims

Full details of data processed by THRIVE are available on our website.

## YOUR RIGHT TO PRIVACY

You have a right to keep your personal health information confidential between you and your healthcare provider. This applies to everyone over the age of sixteen years and in certain cases to those under sixteen. The law does impose a few exceptions to this rule, but generally you have a right to know who has access to your clinical record: the history of your consultations and treatments. Thrive is responsible for the accuracy and safe-keeping of these records. You can help us keep accurate records by informing us of any change in your name, address etc. and by ensuring that we have full details of your important medical history.

You may be receiving care from other people as well. So that we can work together for your benefit we may share some information about you, unless you ask us not to. This could include specialist doctors, nurses, therapists and technicians involved in the treatment or investigation of your medical problems, your health insurance company or certain departments of the States of Guernsey. We only ever pass on information about you if there is a genuine need and you have given your consent. Where possible we remove details which identify you. Anyone who receives information from us is

also under a legal duty to keep it confidential. Any information received from third parties, such as your doctor or specialist, will be processed according to these principles.

#### WHO ELSE MIGHT SEE MY RECORDS?

Our administrative staff have limited access to your records to complete appointment bookings, type referral letters and complete claims with health insurance companies or States of Guernsey departments.

All our staff have a contractual duty to protect your privacy and confidentiality.

In certain cases Law Courts can insist we disclose clinical records to them. We cannot refuse to cooperate without risking serious punishment. We are often asked for reports by solicitors. These must be accompanied by your signed consent for us to disclose information. We will not release details about other people contained in your records (e.g. wife, children, etc.) unless we have their consent.

#### WHERE IS INFORMATION STORED?

All clinical records are stored securely in an electronic format using a cloud-based software system that complies with strict European Union data protection laws. All records are securely protected, and only accessible to staff for whom access is necessary. Paper documentation is scanned into this electronic storage system and shredded for disposal. We are legally required to store information about your healthcare for at least eight years after our last contact, after which all files are deleted.

#### WHAT WE WILL NOT DO

To protect your confidentiality, we will not disclose any clinical information by telephone or email unless we are sure that we are talking to you. This means we may wish to call you back or confirm certain personal data that we hold. We will not disclose information to your family, friends or colleagues unless we have your consent.

#### YOUR RIGHTS

For full details of your rights regarding data protection visit:

<https://dataci.gg/guidance/> or contact the Data Protection Office on 01481 742074 or [enquiries@dataci.org](mailto:enquiries@dataci.org). The Data Protection Office is where you may lodge a complaint regarding data protection should you need to.

To see your records or if you have any queries or objections about the use of the information we hold about you here at THRIVE, please contact Martin Rabey, Clinical Director. Requests to view, erase or restrict the use of your medical records should be made in writing. If you believe your medical records contain incorrect information, discuss this with your healthcare professional who will be happy to correct any factual errors.