

Privacy Notice

Who we are

The Aberdeen Clinic (TAC) is a private provider of medical care and treatment carried out to the highest quality. To do this, we must keep records about you, your health and the care we have provided or plan to provide for you.

Your information: what do we hold?

TAC is committed to protecting your privacy. We will only use information collected lawfully in accordance with the Data Protection Act 1998 and undertake not to use any information we may hold about you for any purpose other than that for which it was collected, unless we have obtained your consent. This includes not sending the information overseas without permission. We do not sell personal information.

Clinical records may be electronic, paper or a mixture of both, and we may use a combination of working practices and technology to ensure that your information is kept confidential and secure.

What kind of information do we hold?

In order to provide a healthcare service, we need to collect and use personal information for a range of purposes. Primarily, we collect data for healthcare and administration purposes. For example, a health professional will record details such as patient's treatment as this is essential information in order to provide a healthcare service. Patient consent will be sought whether this is implied or explicit.

There are some cases where it is necessary and a legal requirement to process personal information even without the consent of service user or staff member. TAC respects patient choice and will respect an individual's request to withhold information from someone or an agency unless there is a legal requirement to disclose the information.

Other purposes for data collection and usage may include;

- Staff Administration, i.e. pay, discipline, work management
- Service improvement purposes, i.e. patient satisfaction survey
- Training purposes to ensure staff are adequately trained to carry out their role
- To conduct an investigation in response to a complaint or police enquiry
- Accounts and records, i.e. keeping accounts related to business activity, customers, financial management, responding to freedom of information requests.
- Research purposes, i.e. health or scientific research (any published data will always be anonymous)
- Performance monitoring and analysis to help us assess the quality and standard of our healthcare services.

Wherever possible, TAC uses anonymised data for non-care purposes.

Information Sharing

We will not share information about you for any reason unless:

- You ask us to do so
- Where a formal court order has been served on us
- In order to assist the police in the prevention and detection of crime
- To protect children and vulnerable adults

- We have special permission for health and research purposes (granted by the Health Research Authority) or
- For the health and safety of others, for example to report an infectious disease such as meningitis or measles.

We work with a number of NHS, partner agencies and other organisations to provide healthcare and other services for you.

We also contract with other organisations to provide a range of services for us, for example providing some human resource services for our staff. In these instances we ensure that our partner agencies handle our information under strict conditions and in line with the law.

All TAC staff have contractual obligations of confidentiality, enforceable through disciplinary procedures. Staff with access to patient identifiable information receive appropriate on-going training to ensure they are aware of their responsibilities. Our staff are granted access to personal data on a need-to-know basis only.

Your information: What do we need from you?

Please tell us as soon as possible if there are any changes, such as a new address. This helps us to keep your information reliable and up to date.

Contacting us about your information

TAC has a Caldicott Guardian responsible for protecting the confidentiality of patient information and enabling appropriate information sharing. This person is called the Caldicott Guardian. Mr Kenneth Park is TAC's Caldicott Guardian.

If you have any questions or concerns regarding the information we hold on you or the use of your information, would like to opt out of having your information used by us or would like to know more about accessing your information: please contact us at:

Information Governance
The Aberdeen Clinic

387a North Deeside Rd

Cults

AB15 9SX

Email: Charles.ogilvie@theaberdeenclinic.co.uk

Tel: 0333 0143488

For independent advice about data protection, privacy and data sharing issues, you can contact the

Information Commissioner at:

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF.

Phone: 08456 30 60 60 or 01625 54 57 45

Fax: 01625 524510

Or visit their [website](#) for more details

Scottish Information Commissioner,
Kinburn Castle,
Doubledykes Road,
St Andrews, Fife
KY16 9DS

Telephone: 01334 464610

Fax: 01334 464611

e-mail: enquiries@itspublicknowledge.info

Website: <http://www.itspublicknowledge.info>