

Generated privacy notice - health and social care

HILL LANE SURGERY

customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

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Contact details

Post

Hill Lane Surgery, 162 Hill Lane, , SOUTHAMPTON, , SO15 5DD, GB

Telephone

023 8022 3086

What information we collect, use, and why

We collect or use the following personal information **for recruitment purposes**:

- Contact details (eg name, address, telephone number or personal email address)
- Date of birth
- National Insurance number
- Copies of passports or other photo ID
- Employment history (eg job application, employment references or secondary employment)
- Education history (eg qualifications)
- Right to work information
- Details of any criminal convictions (eg Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)
- Security clearance details (eg basic checks and higher security clearance)

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [Read more about the right to erasure.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [Read more about the right to data portability.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information **for recruitment purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Vital interests – collecting or using the information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.
- Public task – we have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

Where we get personal information from

- Directly from you
- Previous employers

How long we keep information

Type of record	Retention length	Disposal action	Notes
Complaints case files	10 years	Review & destroy	http://www.nationalinformation-management/scheme The incident is not processes have ce The file must not be separate file must a
Fraud case files	6 years	Review & destroy	
Freedom of Information (FOI) requests and responses and any associated correspondence	3 years	Review & destroy	Where redactions l important to keep a disclosed document keep a summary of
FOI requests where there has been a subsequent appeal	6 years	Review & destroy	
Industrial relations including tribunal case records	10 years	Review and consider transfer to a place of deposit	Some organisation part of the staff rec will form a distinct s by the staff member payroll team for pro
Litigation records	10 years	Review and consider transfer to a place of deposit	
Patents / trademarks / copyright / intellectual property	Lifetime of patent or 6 years from end of licence /action	Review and consider transfer to a place of deposit	
Software licences	Lifetime of software	Review & destroy	
Subject Access Requests (SAR) and disclosure correspondence	3 years	Review & destroy	
Subject Access Requests (SAR) where there has been a subsequent appeal	6 years	Review & destroy	

For more information on how long we store your personal information or the criteria we use to determine this please contact us using the details provided above.

Who we share information with

Others we share personal information with

- Other health providers (eg GPs and consultants)
- Insurance companies, brokers and other intermediaries
- Care providers
- Organisations we need to share information with for safeguarding reasons
- Emergency services
- Professional advisors
- Local authorities or councils
- External auditors or inspectors
- Organisations we're legally obliged to share personal information with
- Current employers
- Previous employers
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National data opt-out

We comply with England's national data opt-out because we're using confidential patient information for purposes beyond individual care. To find out more or to register your choice to opt out, please visit www.nhs.uk/your-nhs-data-matters.

How to complain

If you have any concerns about our use of your personal information, you can make a data protection complaint to us:

Telephone: 02380223086

Post: Hill Lane Surgery, 162 Hill Lane, Southampton, SO15 5DD

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>