**Privacy Notice**

**BACKGROUND:**

 Specialist Nursing Solutions Ltd understands that your privacy is important to you and that you care about how your personal data is used. Werespect and value the privacy of all of ourpatients and will only collect and use personal data in ways that are described here, and in a way that is consistent with ourobligations and your rights under the law.

1. Information about us

Specialist Nursing Solutions Ltd

Registered Company: Registered in England under company number 10624570

Registered address: Lintot House, 20 Fairbank Road, Southwater, West Sussex, RH13 9LA

Practicing at: The McIndoe Centre, Part of Horder Healthcare, Holtye Road, East Grinstead, West Sussex, RH19 3EB

Data Protection Officer: Pamela Golton.

Email address: sns-ltd@outlook.com

Telephone number: 07716 516698.

Our Company directors are both members of Nursing & Midwifery Council (NMC)

1. What does this notice cover?

This Privacy Notice explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

1. What is personal data?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the “GDPR”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

The personal data that we use is set out in Part 5, below.

1. What are my rights?

Under the GDPR, you have the following rights, which wewill always work to uphold:

* + - 1. The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in Part 11.
			2. The right to access the personal data we hold about you. Part 10 will tell you how to do this.
			3. The right to have your personal data rectified if any of your personal data held by usis inaccurate or incomplete. Please contact us using the details in Part 11 to find out more.
			4. The right to be forgotten, i.e. the right to ask usto delete or otherwise dispose of any of your personal data that we have. Please contact ususing the details in Part 11 to find out more.
			5. The right to restrict (i.e. prevent) the processing of your personal data.
			6. The right to object to ususing your personal data for a particular purpose or purposes.
			7. The right to data portability. This means that, if you have provided personal data to us directly, we am using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.
			8. Rights relating to automated decision-making and profiling. Wedo not use your personal data in this way**.**

For more information about ouruse of your personal data or exercising your rights as outlined above, please contact us using the details provided in Part 11.

Further information about your rights can also be obtained from the Information Commissioner’s Office or your local Citizens Advice Bureau.

If you have any cause for complaint about ouruse of your personal data, you have the right to lodge a complaint with the Information Commissioner’s Office.

1. What personal data do you collect?

We may collect some or all of the following personal data (this may vary according to your relationship with us):

* Name
* Date of birth
* Address
* Email address
* Telephone number
* Payment information regarding Medical Insurance/Health Insurance Policy
* GP Practice

Your personal data is obtained from the following third party

* Consultant Surgeon regarding surgical techniques undertaken and contact details
* GP regarding surgical techniques undertaken and contact details
1. How do you use my personal data?

Under the GDPR, we must always have a lawful basis for using personal data. This may be because the data is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate business interests to use it. Your personal data will be used for the following purposes:

* Providing and managing your account.
* Supplying ourservices to you. Your personal details are required in order for us to enter into a contract with you.
* Personalising and tailoring ourservices for you.
* Communicating with you. This may include responding to emails or calls from you.
* Supplying you with informationby emailor post (you may unsubscribe or opt-out at any time by asking us to do so.

With your permission and/or where permitted by law, wemay also use your personal data for marketing purposes, which may include contacting you by emailortelephoneortext message orpost with information on ourservices. You will not be sent any unlawful marketing or spam. Wewill always work to fully protect your rights and comply with ourobligations under the GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003, and you will always have the opportunity to opt-out.

If at any point you wish to query any action that wetake on the basis of this or wish to request ‘human intervention’ (i.e. have someone review the action themselves, rather than relying only on the automated method), the GDPR gives you the right to do so. Please contact usto find out more using the details in Part 11.

1. How long will you keep my personal data?

We will not keep your personal data for any longer than is necessary in light of the reasons for which it was first collected. Your personal data will therefore be kept for the following periods (or, where there is no fixed period, the following factors will be used to determine how long it is kept):

* We will only maintain your personal information while we are treating you and for the minimal legal requirements for maintenance of medical records.
1. How and where do you store or transfer my personal data?

Wewill only store or transfer your personal data in the UK. This means that it will be fully protected under the GDPR.

1. Do you share my personal data?

Wewill not share any of your personal data with any third parties for any purposes, subject to one important exception.

In some limited circumstances, wemay be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

If any of your personal data is required by a third party, as described above, wewill take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, ourobligations, and the third party’s obligations under the law, as described above in Part 8.

1. How can I access my personal data?

If you want to know what personal data wehave about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a “subject access request”.

All subject access requests should be made in writing and sent to the email or postal addresses shown in Part 11.

There is not normally any charge for a subject access request. If your request is ‘manifestly unfounded or excessive’ (for example, if you make repetitive requests) a fee may be charged to cover ouradministrative costs in responding.

Wewill respond to your subject access request within 30 Days and, in any case, not more than one month of receiving it. Normally, weaim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date wereceive your request. You will be kept fully informed of ourprogress.

1. How do I contact you?

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following:

Email address: sns-ltd@outlook.com

Telephone number: 07716 516698

Postal Address: Lintot House, 20 Fairbank Road, Southwater, West Sussex, RH13 9LA

1. Changes to this Privacy Notice

Wemay change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if wechange our business in a way that affects personal data protection.

Any changes will be made available via email or post.