

General Data Protection Regulation (GDPR)

What this means to users of our services

On 25 May 2018, new data protection laws come into full force throughout the European Union. These laws give individuals greater control over their personal data by providing additional and more clearly defined rights and also impose new obligations upon businesses that process personal data.

Personal data is any information that can identify you as an individual. The definition of personal data is wide and includes for example a name, an ID number, location data, IP address, information relating to your health, biometric and genetic data. The new laws require high standards to be met when your personal data is processed. An important new obligation is that businesses must be transparent and explain, in clear and concise language, why and how they will use and safeguard your personal data.

Where a business relies upon consent to process your data then this must also be clearly explained.

PRINCIPLES

As data controllers, we must comply with six principles when processing personal data:-

- **Lawfulness, fairness and transparency** - processed lawfully, fairly and in a transparent manner
- **Purpose limitation** - collected for specified, explicit and legitimate purposes and not processed in a manner that is incompatible with those purposes
- **Data minimisation** - adequate, relevant and limited to what is necessary
- **Accuracy** - accurate and, where necessary, kept up to date
- **Storage limitation** - kept in a form which permits identification for no longer than is necessary
- **Integrity and confidentiality** - processed in a manner that ensures appropriate security

YOUR RIGHTS

Your rights have been strengthened and in most cases are now free to exercise. You have the right to:-

- obtain details about how your personal data is processed
- obtain copies of the personal data we hold about you
- ensure data held is correct and insist that incomplete personal data corrected
- have your personal data erased, where, for example, there is no legitimate reason for retaining it
- object or restrict to the processing of your personal data in certain circumstances
- not to be subject to automated decision making or profiling, with some exceptions
- require your personal data to be transmitted to another organisation; and
- seek compensation via the Courts.

WHAT SHOULD YOU EXPECT

Since we hold and process your personal data, we wish to assure you that we do not share your data with anyone who does not have a legitimate business with us, such as the GP, Community Health Services, HMRC, IT Support etc. We will be more than happy to explain to you what data we hold, why we hold this data, who we share the data with, how long we will keep your data and, in some cases, seek confirmation from you that you are happy for us to continue processing your data. This is due to the new transparency obligations.

SANCTIONS, FINES ETC. If we breach the law, the Information Commissioners have powers to impose a range of sanctions including the power to ban us from processing and fines.

More information about the new laws are available from the Information Commissioner's website at <https://ico.org.uk/for-the-public/>