

Privacy Notice – Bootle Village Surgery Updated 28/05/25

At Bootle Village Surgery we are committed to protecting your personal information and respecting your privacy. This notice explains how we collect, use, and store your data in accordance with the General Data Protection Regulation (GDPR) and other relevant laws.

1. What Information Do We Collect?

We may collect and process the following types of personal data:

Name, address, date of birth, and contact details

Medical records, including test results, prescriptions, and referrals

Information about appointments and consultations

Relevant details about family and caregivers (if applicable)

2. How Do We Use Your Information?

We use your personal data to:

Provide safe and effective healthcare services

Manage appointments and referrals

Communicate with you about your care

Meet legal and regulatory requirements

Conduct audits and service improvements

3. Sharing Your Information

We may share your data with:

NHS and healthcare providers involved in your care

Specialist referrals and hospital services

Regulatory bodies when required by law

Approved third-party services for administration and management

4. Keeping Your Information Secure

We take steps to protect your data, including secure storage, restricted access, and adherence to NHS confidentiality guidelines.

5. Your Rights

You have rights under GDPR, including:

Access to your medical records

Request corrections to inaccurate data

Ask for deletion in certain circumstances

Restrict how your data is processed

6. Contact Us

If you have any questions about this privacy notice or how we handle your information, please contact: Nikki Reid Bootle Village Surgery 204 Stanley Road L20 3EW nikki.reid@nhs.net 0151 933 7447

For more information, visit the Information Commissioner's Office (ICO): www.ico.org.uk