***Madryn House Surgery***

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**Madryn House Surgery Privacy Notice for Service Users**

**1. Introduction**

Madryn House Surgery is committed to protecting the privacy and security of your personal data. This Privacy Notice explains how we collect, use, and disclose your personal information as a service user. It also outlines your rights under the General Data Protection Regulation (GDPR) and the Data Protection Act.

**2. Data Controller**

The data controller for your personal information is Madryn House Surgery. If you have any questions about this Privacy Notice or how we handle your personal information, please contact our Data Protection Officer:

Dominique Walker

Dominique.walker@wales.nhs.uk

**3. Types of Personal Data We Collect**

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

Personal details (name, date of birth, etc.)

Contact information (address, phone number, email, etc.)

Health information (medical history, prescriptions, etc.)

Emergency contact details

Financial information for billing purposes

**4. Purposes of Processing**

We process your personal data for the following purposes:

Providing healthcare services

Appointment scheduling and reminders

Billing and payment processing

Communicating important health-related information

Legal and regulatory compliance

**5. Legal Basis for Processing**

We process your personal data on the legal bases of:

Consent

Contractual necessity

Legal obligations

Vital interests

Legitimate interests

**6. Sharing Personal Data**

We may share your personal data with:

Healthcare professionals within Madryn House Surgery

External service providers for support services

Regulatory bodies and authorities as required by law

**7. International Data Transfers**

We do not transfer your personal data outside the European Economic Area (EEA) without adequate safeguards.

**8. Data Retention**

We retain your personal data for the duration necessary for the purposes outlined in this Privacy Notice or as required by law.

**9. Your Rights**

You have the following rights under GDPR:

The right to access your personal data

The right to rectify inaccuracies

The right to erasure

The right to restrict processing

The right to data portability

The right to object to processing

Rights related to automated decision-making

To exercise your rights or if you have concerns about how we handle your personal data, please contact our Data Protection Officer.

**10. Complaints**

If you believe your privacy rights have been violated, you have the right to lodge a complaint with the supervisory authority.

**11. Changes to this Privacy Notice**

We may update this Privacy Notice from time to time. The latest version will be available on our website or upon request.

Date of Last Revision: 14.12.23