



# ***RH Wynne Sharp Vision***

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## **PRIVACY POLICY**

Date: 26/06/2021

**R H Wynne Sharp vision** is a registered data controller. This privacy notice sets out our privacy policy.

### **The type of personal information we collect**

We currently collect and process the following information:

- Personal identifiers: Full name, DOB, address, contact details, NHS number, National Insurance Number
- Your general and ocular health history, your family medical and ocular history and any relevant signs or symptoms you tell us about
- Details of medicines, glasses and contact lenses prescribed for you
- Details of examinations and other healthcare checks and treatments we provide
- Information relevant to your continued care from other people who care for you or know you well, such as other health professionals and relatives

### **How we get the personal information and why we have it**

Most of the personal information we collect and process is provided to us directly by you for one of the following reasons:

- Healthcare of our patients
- Marketing and sale of eyewear and professional optical equipment

We also receive personal information indirectly, from additional sources in the following scenarios:

- Personal identifiers and medical history from legal carers and guardians if patients are vulnerable or minors

We use the information you have given to us in order to contact you regarding health & safety of your eyes; to inform you about availability of your eyewear; to notify you about the change in prescription and/or referrals; any matter regarding sale and processing of your purchases from us.



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## **Sharing of your personal data**

We may share your data only under very specific conditions to certain third parties:

- Healthcare professionals and those under their supervision at other optical practices, but only if you have specifically asked us to pass your personal data (such as your prescription) to them
- Your GP, ophthalmologists and other healthcare providers and commissioners, and suppliers of optical appliances or similar products, in connection with your ongoing healthcare treatment
- Software providers maintaining our operating systems for updating the patient record and invoicing
- FCA regulated financial institutions, so to arrange payment for services provided to you

## **Legal basis for sourcing and processing data**

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting us in writing.**
- (b) We have a contractual obligation.**
- (f) We have a legitimate interest.**

## **How we store your personal information and who has access to it**

Your information is securely stored on the main server located within our premises. Only healthcare professionals and people under their direct supervision have access to your personal data.

We reserve the right to keep your personal information for 10 years starting from the last contact date, as per College of Optometrists guidelines. Data for children and minors is kept till they turn 25 in line with NHS requirements. If you withdraw your consent for storage and processing data; we will purge all relevant electronic files and shred hard copies.



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## **Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**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, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us directly if you wish to make a request.

## **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us via phone/landline/letter or email.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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



Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>