

Privacy Notice – Accurx

Plain English explanation	
Accurx is an online service allowing patients to contact the practice with both Medical and Administrative queries. We use a Triage product from them to support queries we receive.	
1) Data Controller contact details	Castle Medical Group
2) Data Protection Officer contact details	Umar Sabat Umar.sabat@ig-health.co.uk
3) Purpose of the processing	The information that is shared to support patient care.
4) Lawful basis for processing	<ul style="list-style-type: none"> • Article 6(1)(e) – Public task Processing is necessary for the performance of a task carried out in the public interest, namely the provision of NHS healthcare services. • Article 9(2)(h) – Provision of health or social care Processing is necessary for the purposes of preventative or occupational medicine, medical diagnosis, and the provision of health or social care.
5) Recipient or categories of recipients of the shared data	The data will be shared with Accurx to support the management of administrative queries.
6) Rights to object	You have the right to object to some or all of the information being shared. Please contact our Data Protection Officer.
7) Right to access and correct	You have the right to access the data that is being shared and have any inaccuracies corrected. There is no right to have accurate medical records deleted except when ordered by a court of Law.
8) Retention period	The data will be retained for active use during the processing and thereafter according to NHS Policies and the law.
9) Right to Complain.	You have the right to complain to the Information Commissioner’s Office, you can use this link https://ico.org.uk/global/contact-us/ or calling their helpline Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate)

Please note the National Data Opt Out does not apply to this sharing of information. For further information please see: <https://www.nhs.uk/your-nhs-data-matters/>

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