

# Privacy Notice – Rapid Health Smart Triage

<b>Plain English explanation</b>	
<p>This Privacy Policy explains how the Practice collects, uses, discloses, and protects personal information when patients and users access and use Rapid Health Smart Triage. This policy is designed for a medical centre environment and should be read together with our general Privacy Policy and any patient information notices provided at the point of care.</p>	
<b>1) Data Controller</b> contact details	Castle Medical Group
<b>2) Data Protection Officer</b> contact details	Umar Sabat <a href="mailto:Umar.sabat@ig-health.co.uk">Umar.sabat@ig-health.co.uk</a>
<b>3) Purpose</b> of the processing	Rapid Health Smart Triage is a digital tool used to support clinical triage by collecting health-related information directly from patients prior to or during their visit. The System assists clinicians by summarising information to help prioritise care and improve patient flow. It does not replace clinical judgement or medical diagnosis.
<b>4) Lawful basis</b> for processing	We collect, use, and disclose personal information and sensitive health information through Rapid Health Smart Triage where this is necessary for the provision of healthcare and the management and operation of a health service, including clinical triage, assessment, treatment, patient safety, and quality improvement. Where required by law, we rely on your express or implied consent, which may be provided when you submit information through the System. We may also handle information to comply with legal, regulatory, or professional obligations, or where permitted or required to prevent or lessen a serious threat to the life, health, or safety of an individual or the public. All information is handled in accordance with applicable privacy and health records legislation.
<b>5) Recipient or categories of recipients</b> of the shared data	Personal and health information collected through Rapid Health Smart Triage may be shared with authorised clinicians and healthcare staff within the medical centre, and with other healthcare providers involved in your care where clinically relevant and permitted by law. Information may also be shared with trusted technology service providers who host, maintain, or support the System, subject to strict confidentiality and data protection obligations. In limited circumstances, information may be disclosed to regulatory, government, or law enforcement bodies where required or authorised by law. We do not sell or disclose personal or health information for commercial or marketing purposes.
<b>6) Rights to object</b>	You have the right to object to some or all the information being shared. Please contact our Data Protection Officer.
<b>7) Right to access and correct</b>	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.
<b>8) Retention period</b>	The data will be retained for active use during the processing and thereafter according to NHS Policies and the law.
<b>9) Right to Complain.</b>	<p>You have the right to complain to the Information Commissioner's Office, you can use this link <a href="https://ico.org.uk/global/contact-us/">https://ico.org.uk/global/contact-us/</a></p> <p>or calling their helpline Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate)</p> <p>There are National Offices for Scotland, Northern Ireland and Wales, (see ICO website)</p>

**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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