

# Childrens Privacy Notice

**Hillcrest Surgery** is a well-established GP Practice that provides primary medical care services.

This privacy notice tells you what personal information (information that identifies who you are) we (**Hillcrest Surgery**) collect about you and what we do with that personal data.

**Hillcrest Surgery** is known as a Data Controller for the information processed by us unless otherwise stated and is registered as such with the UK Information Commissioners Office under registration reference **Z540072X**.

You or your parent or guardian can also read our detailed patient privacy notice available on our website.

## How does **Hillcrest Surgery** collect your personal information?

We collect your personal information:

- When we speak to you or your parent or guardian
- During a consultation with one of our clinicians
- When we receive your details from another healthcare provider

## What personal information does **Hillcrest Surgery** collect about you?

Depending on the service we provide to you we may collect the following types of personal information:

- Your name, address and telephone number
- NHS Number and date of birth
- Details of family members such as your parent or guardian
- Information about your health - details of any doctors that you have seen of any tests you have had; for example, an X-Ray

## How will **Hillcrest Surgery** use the personal information we collect about you?

We will use your personal information in the following ways:

- To help us assess your needs and identify and provide you with the healthcare you require
- To make sure the doctors and nurses have a complete picture of your care
- To determine the best place to provide the care you require
- To make sure we follow the law

## How will **Hillcrest Surgery** share your personal information?

We will share your personal information with our doctors and nurses who will look after you and members of their care teams. There may be times when we need to share your information outside of **Hillcrest Surgery** to support your healthcare and this may include:

- **Other healthcare providers**  
Sometimes the doctors and nurses looking after you may need to share some of your information with others who are also supporting you such as paramedics, hospitals, your normal doctor's surgery and community services.
- **Safeguarding**  
We will share your personal information with the safeguarding teams of other health and social care providers if there is a need to assess and evaluate any safeguarding concerns. Your personal information will only be shared for this reason where it is allowed by law.

We will also share your personal information with your parent or guardian (if you are under 18 and they are responsible for you).

### For how long does Hillcrest Surgery keep your personal information?

We will keep a copy of your information in our practice for as long as you are a registered patient. If you leave, we will make sure that a copy of any information we hold about you is passed to your new GP so that they can continue with your care. The practice follows the Records Management Code of Practice 2021. Once the records have been kept for the time needed, they will be safely deleted or destroyed.

### How does Hillcrest Surgery keep your personal information safe?

We take protecting your personal data very seriously. All personal data is held securely, and we have safeguards in place to make sure that only the people who need access to your personal data can access it. Also, we make sure that if anyone at Hillcrest Surgery uses your personal data, they are trained in using it carefully. If we share your personal data with other people or organisations, we make sure it is done in a safe and secure way.

### Is Hillcrest Surgery allowed to use your personal information?

We only collect and use your personal information for the purpose of providing you with healthcare and only when we are allowed to do so according to the law.

### What rights do you have?

You have quite a few rights in respect of your personal data. For example, if you would like to see what personal data we hold on you, you can either make a subject access request or ask your parent or guardian (if you are under 18 and they are responsible for you) to make a subject access request and contact Hillcrest Surgery, who will provide you or your parent or guardian with a copy of that personal data.

You can also ask us to correct personal data we hold about you if it is wrong, or even delete it (although we don't always have to do so). You can also tell us if you do not want us to use your personal data in any particular way, but this may mean that in some cases, we cannot treat you.

If you would like to talk to us about your data rights, you can contact our Data Protection Officer (whose contact details are below). If you're under 18, you can ask your parent or guardian to help you if you like, or simply contact us and we will be as helpful as possible.

### Who can you speak to if you have any questions about anything in this notice?

Please either send your question, or ask your parent or guardian (if you are under 18 and they are responsible for you) to pass your question, to our Data Protection Officer via email at [bswibc.reception.hilcrest@nhs.net](mailto:bswibc.reception.hilcrest@nhs.net) who will be able to help

You or your parent or guardian can also read our detailed patient privacy notice available on our website.

### What if you are unhappy with anything Hillcrest Surgery has done with your personal information?

You also have the right to complain about how your personal data is being processed by us with the Information Commissioners Office (ICO) and you can contact them at:

<https://ico.org.uk/concerns>

0303 123 1113

### Changes to our privacy notice

We keep our privacy notice under regular review, and we will place any updates on our website. You can also ask the clinician to show you a copy of the privacy notice during your consultation.

This privacy notice was last updated on **12/08/2025**.