



# NICS Privacy Notice

For the patients of East and West Surrey

## Who We Are And What We Do

North West Surrey Integrated Care Services (NICS) is the GP Federation for practices in North West Surrey. While primarily serving North West Surrey, NICS provides medical services and operational support to GP practices in East and West Surrey under commission from the Sussex and Surrey Integrated Care Board

The Services NICS provides include the locally commissioned services and the integrated access (extended access service). For further information please refer to the 'services' page on our Website: [Our Services | \(nicsfed.co.uk\)](https://nicsfed.co.uk)

If you have been asked by your practice if you would like an appointment via a NICS service and you have agreed, then your details will have been forwarded to NICS.

NICS is committed to protecting your privacy and ensuring that the personal information we hold about you is used lawfully, fairly and transparently. This Privacy Notice explains what information we collect, how we use it, who we share it with, and your rights under the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 (DPA18), and the Data Use and Access Act 2025 (DUAA 2025).

## What Information Do We Collect About You?

NICS professionals who provide you with medical care maintain records about your health and about any treatment or care you have or have received previously. These records help to provide you with the best possible healthcare.

The information we hold is on secure, NHS-approved systems and part of your records. NICS maintain records about your health and the treatment you receive in electronic format on our EMIS System.

The information about you that we collect and use to provide healthcare and related services may include:

- Personal details such as your name, date of birth, address, NHS number, and contact details
- Medical information such as your medical history, test results, diagnoses, treatment plans, and prescribed medications
- Details about your appointments, referrals, and correspondence with healthcare professionals
- Information from other health and care providers involved in your care
- Next of kin or emergency contact information

## How We Will Use Your Information

Your data is collected for the purpose of providing direct patient care and we will use your information to;





- Provide you with safe and effective healthcare services
- Support your GP practice in delivering extended access appointments
- Manage our clinics, services, and quality of care
- Respond to incidents, complaints, or feedback
- Comply with legal and regulatory requirements

In addition to the above we can disclose this information if it is required by law, if you give consent or if it is justified in the public interest. NICS may be requested to support research; however, we will always gain your consent before sharing your information with medical research databases or others when the law allows.

In order to comply with its legal obligations, NICS may send data to NHS Digital when directed by the Secretary of State for Health under the Health and Social Care Act 2012. Additionally, NICS contributes to national clinical audits and will send the data that is required by NHS Digital when the law allows. This may include demographic data, such as date of birth, and information about your health which is recorded in coded form; for example, the clinical code for asthma, diabetes or high blood pressure.

We process your personal data under Articles 6(1)(e) (public task) and 9(2)(h) (health and social care) of the UK GDPR.

### **Our Commitment To Data Privacy And Confidentiality**

We are committed to protecting your privacy and will only process data in accordance with the Data Protection Legislation. This includes the UK General Data Protection Regulation (UK-GDPR), the Data Protection Act (DPA) 2018, the Data Use and Access Act 2025 (DUAA 2025) and any applicable national Laws, implementing them as amended from time to time. The legislation requires us to process personal data only if there is a legitimate basis for doing so and that any processing must be fair and lawful.

In addition, consideration will also be given to all applicable Law concerning privacy, confidentiality, the processing and sharing of personal data including the Human Rights Act 1998, the Health and Social Care Act 2012 as amended by the Health and Social Care (Safety and Quality) Act 2015, the common law duty of confidentiality and the Privacy and Electronic Communications (EC Directive) Regulations.

### **Your Personal Data Rights And Accessing Your Records**

We adhere to the UK General Data Protection Regulation (UK-GDPR), the Data Use and Access Act 2025 (DUAA), the NHS Codes of Confidentiality and Security, as well as guidance issued by the Information Commissioner's Office (ICO).

**You have rights over your personal data, including the right to:**

- Access the information we hold about you (Subject Access Request)
- Ask us to correct inaccurate or incomplete data
- Request deletion or restriction of your data (in certain cases)
- Object to how we use your data
- Withdraw your consent (if processing is based on consent)
- Complain to the Information Commissioner's Office (ICO)
  - **ICO website:** [www.ico.org.uk](http://www.ico.org.uk) | Telephone: 0303 123 1113





If you would like to access information NICS hold about you then you will need to complete a Subject Access Request (SAR). Please send an email to [nics.feedback@nhs.net](mailto:nics.feedback@nhs.net) to request a SAR form and you will be given further information. Furthermore, should you identify any inaccuracies, you have a right to have the inaccurate data corrected.

## Surrey Care Record

The Surrey Care Record is an Electronic Health Record (EHR) linking system that brings together patient/clients' information across health and care systems in a secure manner, giving a summary of your information which is held within a number of local records. For more information see: [www.surreyheartlands.uk/surrey-care-record-privacy-notice](http://www.surreyheartlands.uk/surrey-care-record-privacy-notice)

You have the right to object to information being shared for your own care. Please speak to the practice if you wish to object. You also have the right to have any mistakes or errors corrected.

## Opt-Outs

You have a right to object to your information being shared. Should you wish to opt out of data collection, please contact a member of staff at your own GP surgery who will be able to explain how you can opt out and prevent the sharing of your information; this is done by registering to opt out online (national data opt-out programme) or if you are unable to do so or do not wish to do so online, by speaking to a member of staff.

**If you opt out you cannot be seen in any of the NICS clinics.**

## Complaints

In the unlikely event that you are unhappy with any element of our data-processing methods, you have the right to lodge a complaint with NICS or the ICO.

To complain directly to NICS please complete an online form via our website: <https://www.nicsfed.co.uk>, email us at [nics.feedback@nhs.net](mailto:nics.feedback@nhs.net), or write to our postal address: Dr C Baker, C/O NICS, Hythe Medical Centre, Rochester Road, Staines- Upon-Thames, England, TW18 3HN.

If you wish to contact the ICO directly, please visit [www.ico.org.uk](http://www.ico.org.uk) and select "Raising a concern".

## What To Do If You Have Any Questions

The Data Protection Officer (DPO) for NICS is Richard Newell.

This Privacy Notice is also available on our website - [www.nicsfed.co.uk](http://www.nicsfed.co.uk)

Should you have any questions about our Privacy Notice or the information we hold about you, contact the NICS Quality and Governance team email at [nics.feedback@nhs.net](mailto:nics.feedback@nhs.net)

