

Privacy Notice

This Privacy Notice explains who we are, how to contact us, when we collect personal data, how we use that data, how long we may keep that data and your rights.

Who we are

Ramsey Group Practice LLC ('RGP') is the controller for all personal data processed by RGP, staff or other appointed persons. To find out more about what we do you can access our home page [here](#)

Contact us

Contact details for RGP are provided on our [home page](#) and below:

Ramsey Group Practice LLC
Bowring Road
Ramsey
Isle of Man
IM8 3EY

Email: RGP.General@gov.im
Telephone: **01624 813881**

Our Lawful basis

Our lawful basis to process your personal data is the [Manx Care Act 2021](#) and under the data protection legislation;

Article 6(1)(e) '...necessary for the performance of a task carried out in the public interest or in the exercise of official authority...'; and

Article 9(2)(h) 'necessary for the purposes of preventative or occupational medicine for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services...'

We will also respect and comply with our obligations under the common law duty of confidentiality.

Our approach to personal data

We respect an individual's fundamental right to privacy. In general, we always endeavour to be open and transparent with individuals when processing their personal data. However, in some limited exceptions, for example, if ordered by a Court, it is not possible to do so.

Collection and use of personal data

We will only collect and use personal data when it is necessary and will do so in accordance with the Data Protection Legislation, the Human Rights Act 2001, the common law duty of confidentiality and in keeping with any relevant professional codes of conduct.

We use your personal data when we

- provide safe, quality direct health care
- internal accounts and records
- as part of the [registration process](#) of new patients
- refer you to another health organisation, for example, Nobles Hospital
- share your details with a pharmacist eg your prescription details
- when [complaints](#) or enquiries are made to RGP
- for the purpose of correspondence, for example the issuing of newsletters
- participation in [patient surveys](#)
- to aid investigations in accordance with statutory functions and duties

You have the right to object to information being shared for your own care. Please speak to the Practice Manager if you wish to object.

Personal data we collect

- Details about you, such as your name, address, carers, biological gender, gender identity, ethnic origin, date of birth, legal representatives and emergency contact details
- Any contact the surgery has had with you, such as appointments, clinic visits, emergency appointments, etc.
- Notes and reports about your health
- Details about your treatment and care
- Results of investigations such as laboratory tests, x-rays, etc.

- Relevant information from other health professionals, relatives or those who care for you

Disclosure of personal data

In most circumstances we will not disclose personal data without your prior knowledge. Other organisations we do share your personal data with are:

- local hospital;
- out of hours services;
- or other organisations involved in the provision of direct care to individual patients.

We will always share personal data that is proportionate and necessary in order to provide you with safe, quality care.

Personal data we receive about you

We receive information about your health from other organisations who are involved in providing you with health and social care. For example, if you go to hospital for treatment or an operation the hospital will send us a letter to let us know what happens. This means your GP medical record is kept up-to date when you receive care from other parts of the health or social care service.

How long we will keep your personal data

We will only keep your personal data in line with the law and national guidance. You can access our records retention policy [here](#)

Complaints about our processing

RGP seeks to meet the highest standards when collecting and using personal data. If you think that our collection or use of your personal data is unfair, misleading or inappropriate, please bring your concern to our attention. We would also welcome any suggestions for improving our procedures.

Your Rights

Right of access to personal information

We will provide any individual with access to their personal data upon request, unless, and to the extent necessary, that the right of access is restricted.

Other rights

If we do hold information about you, you can ask us to correct any mistakes. You also have the right, subject to any statutory limitations, to object to processing, to erasure or restriction of processing, and to data portability. No automated decisions, or profiling, are undertaken by RGP.

If you would like access to your personal information, you can make a request:

- By emailing, or writing to our data protection officer at:

Dr W J Cowie

Email: RGP.general@gov.im

Telephone: 01624-813881

Verbally to the data protection officer (but we recommend this is followed up in writing or by email)

You can also:

- Ask us to rectify inaccurate information.
- Ask us to stop processing information about you
- Ask us to erase personal data we hold about you
- Object to how we process your data.

No right is absolute and we may need to verify your identity or require additional information in order to identify you or the information you seek.

Further source of help

We would like the opportunity to resolve any concerns before you take further action.

However, if we have been unable to do so, you have the right to make a complaint to the Information Commissioner's office.

The Information Commissioner's website contains general guidance about the data protection legislation, your rights, and how to make complaints to that office. Contact details for the Information Commissioner's office are:

Isle of Man Information Commissioner

PO Box 69
Douglas
Isle of Man. IM99 1EQ
Telephone:+44 1624 693260
Fax:+44 1624 693259
Website:<https://www.inforights.im>
Email:[Send Email](#)

Website and cookies

Our website is provided by My Surgery Website – further information can be [found here](#)

Cookies are small computer files that are used to track your use of a website. The RGP website, www.ramseygrouppractice.co.uk, uses cookies; further information can be [found here](#).

Links to other websites

This privacy notice does not cover the links to other websites within this site. We encourage you to read the privacy statements on other websites you visit.

Changes to this privacy notice

We keep our privacy notice under regular review. This privacy notice was last reviewed on 4 April 2021