

Dr Sillifant and Associates Ltd

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Data Protection Information for Adults and Young People Privacy Statement

Some Frequently Asked Questions

Patient information

- 1 What do you store?
 - a) Personal information, for example, name, date of birth, address, e mail
 - b) Clinical information, for example, medical letters and clinical notes
- 2 How do you keep our information safe?

Your information is stored safely. Paper records are locked in a secure cabinet. Electronic records are held on a secure server.
- 3 For how long do you store the data?

We hold your data for the duration of your treatment and a number of years after that, depending on national/ statutory guidelines
- 4 Who do you share data with?

Information you provide is held confidentially. We ask your permission before we share this with anyone else. The only exception to this is, if we are concerned about your safety and we have a responsibility to talk to others.
- 5 Can I see the information you hold?

You can ask to see a copy of the information we have. We are obliged to share this information with you according to national guidelines. This information will be shared with you within a month. You can also ask to have the information changed or deleted. You are able to take your data with you if you decide to see someone else.

What do we do if we are not happy with the service provided?

We work hard to provide a service of a high standard. If young people/families are not happy with the service we provide we encourage them to contact the clinician they are working with to try and solve any differences. Alternatively please either:

- a) write to Dr Sillifant and Associates Ltd at the address at the top of this information sheet and a colleague will contact you to discuss the situation, or
- b) contact your General Practitioner or Referrer who can mediate discussion or seek a further opinion.

You can change your mind at any time during treatment.

Useful contact details

The ICO (The Information Commissioner's Office): www.ICO.org.uk

Our website: www.drillsillifantandassociates.co.uk

A copy of our full Privacy Policy can be requested via post or email.