

St Peter's Andrology

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Privacy Notice

Information About Us

St Peter's Andrology LLP is a Limited Liability Partnership registered in England under company number OC442723. It's registered address is 4th Floor Fitzrovia House, 153-157 Cleveland Street, London W1T 6QW. It represents Mr A Nimal Christopher, Mr Waigin Lee, Professor David J Ralph and Ms Philippa Sangster (subsequently referred to as 'we', 'us' or 'our') enabling us to share the administrative requirements of providing clinical services to our patients.

Our office is at King Edward VII's Hospital, 5-10 Beaumont Street, London W1G 6AA (telephone: 020 7486 3840) and we are registered with the Information Commissioner's Office (registration reference: ZB461049).

Andy Pryor can be contacted regarding any queries about your consent and privacy via our office address above or by email: office@andrology.co.uk

What Does This Notice Cover?

This privacy information explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

What Is Personal Data?

Personal data is defined by the UK GDPR and the Data Protection Act 2018 (collectively, "the Data Protection Legislation") as 'any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier'.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

What Are My Rights?

Under the Data Protection Legislation, you have the following rights, which we will always work to uphold:

- The right to be informed about our collection and use of your personal data.
- The right to access the personal data we hold about you.
- The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete.
- The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we hold (where applicable).
- The right to restrict (i.e. prevent) the processing of your personal data.
- The right to object to us using your personal data for a particular purpose or purposes.
- The right to withdraw consent. This means that, if we are relying on your consent as the legal basis for using your personal data, you are free to withdraw that consent at any time.
- The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.
- Rights relating to automated decision-making and profiling. We do not use your personal data in this way.



King Edward VII's Hospital 5-10 Beaumont Street London W1G 6AA
020 7486 3805 020 7486 3840 office@andrology.co.uk

This Privacy Notice should tell you everything you need to know about how we apply these rights but please contact us to find out more or to ask any questions you have.

It is important that your personal data is kept accurate and up-to-date. If any of the personal data we hold about you changes, please keep us informed as long as we have that data.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office. We would welcome the opportunity to resolve your concerns ourselves, however, so please contact us first.

What Personal Data Do You Collect

We process your personal data in order to meet our legal, statutory and contractual obligations and to provide you with clinical services. We will never collect any unnecessary personal data about you, nor process your data in any way other than as specified in this notice.

The Personal Data that we collect is:-

- Name
- Date of Birth
- Home postal address
- Alternative postal address if you so wish
- Personal email
- Alternative email (eg business) if you so wish
- Home telephone number
- Mobile telephone number
- Other telephone number (eg business) if you so wish
- Medical insurance policy number and details (or other sponsor as appropriate)
- Bank/card details when payments are taken

Special Category Data

In addition to the above personal data we need to collect and retain 'special category data' comprising health and other specific medical information that we need to allow us to practice safely on your behalf

How is this data collected?

We collect this information using various methods that include questionnaires, registration documents, correspondence from other clinicians, reports of investigation results and our own clinical notes and correspondence about your care

How Do You Use My Personal Data?

We understand that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all of our clients and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law. Specifically, we will never disclose or share your data without your consent unless required to do so by law. We will only retain your data for as long as is necessary and for the following purposes:



- Communication with other clinicians involved in your care including your GP and other relevant specialists, either by letter, email or phone to provide and maintain up to date information. Also to appropriately coordinate your care
- Your name, contact details and relevant clinical information on request forms to facilitate appropriate investigations and permit their interpretation in the context of your clinical history.
- Your name, contact details and relevant clinical information on booking forms and electronic communication in order to make inpatient and outpatient reservations, including surgical procedures
- Supplying necessary copies of clinical records to hospitals and service providers at which your care is based and treatment delivered (a requirement of Care Quality Commission regulations)

We will never share your personal data with third parties for marketing purposes.

We will only use your personal data for the purpose(s) for which it was originally collected unless we reasonably believe that another purpose is compatible with that or those original purpose(s) and need to use your personal data for that purpose. If we do use your personal data in this way and you wish us to explain how the new purpose is compatible with the original, please contact us using the details in Part 11.

If we need to use your personal data for a purpose that is unrelated to, or incompatible with, the purpose(s) for which it was originally collected, we will inform you and explain the legal basis which allows us to do so.

In some circumstances, where permitted or required by law, we may process your personal data without your knowledge or consent. This will only be done within the bounds of the Data Protection Legislation and your legal rights.

How Long Will You Keep My Personal Data?

We will not keep your personal data for any longer than is necessary in light of the reason for which it was first collected and have review and retention policies in place to meet these obligations. We are required by UK tax law to keep your basic personal data for a minimum of six years. Your medical records are kept for a minimum of eight years after the last contact with us.

How and Where Do You Store or Transfer My Personal Data?

We will store your personal data in the UK. This means that it will be fully protected under the UK General Data Protection Regulation (UK GDPR) and (amended) Data Protection Act 2018 (DPA 2018). We will not transfer your data outside the UK, unless needed for your continuity of care because you reside outside the UK or are receiving treatment outside the UK.

The security of your personal data is essential to us, and to protect your data, we take a number of important measures, including the following:

- limiting access to your personal data to those employees, agents, contractors, and other third parties with a legitimate need to know and ensuring that they are subject to duties of confidentiality;
- procedures for dealing with data breaches (the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, your personal data) including notifying you and/or the Information Commissioner's Office where we are legally required to do so;
- we take several layers of security measures whenever possible such as SSL, TLS, encryptions during data transmitting between internal systems, pseudonymisation, restricted access, IT authentication, firewalls, anti-virus/malware.



Do You Share My Personal Data?

We will not share or disclose any of your personal data without your consent other than as specified in this notice. We use third parties to provide the following services and business functions and all such processors acting on our behalf only process your data in accordance with our instructions and comply fully with this privacy notice, the data protection laws and any other appropriate confidentiality and security measures.

Medical Service Providers

We use external medical service providers such as hospitals, medical centres, pathology and imaging services to provide your inpatient and outpatient care. We share your information with them and they are obliged by law to enter your personal and health related data onto their systems in order for us to provide you the relevant treatment and care using their facilities. You will be provided with details of such providers when we make the relevant bookings.

OutSec Services Limited

We send some anonymised digital dictation to Outsec which they transcribe and return for us to upload into our patient database.

Outsec, 30 Market Place, Swaffham, PE37 7QH

Telephone: 020 7112 7527

Email: dpo@outsec.co.uk

Semble

We use a hosted medical practice management system provided by Semble

Semble Technology Limited, Huckletree Shoreditch, 18 Finsbury Square, London, EC2A 1AH

Email: support@semble.io

Xero

We use accounting software provided by Xero

Xero (UK) Limited, 5th Floor 100 Avebury Boulevard, Milton Keynes, MK9 1FH

Contact: [Privacy at Xero page](#)

PBPMS

Pryor-Billington Practice Management Services (PBPMS) provide personnel who manage our practice including processing data within our systems on our behalf.

Telephone: 077 1414 9707

Email: info@pbpms.co.uk

In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

If any of your personal data is shared with a third party, as described above, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law, as described above.

If any personal data is transferred outside of the UK, we will take suitable steps in order to ensure that your personal data is treated just as safely and securely as it would be within the UK and under the Data Protection Legislation, as explained above.



How Can I Access My Personal Data?

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it. This is known as a “subject access request”.

All subject access requests should be made in writing and sent to the email or postal addresses shown below.

There is not normally any charge for a subject access request. If your request is ‘manifestly unfounded or excessive’ (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your subject access request as soon as practicable and in any case, not more than one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

How Do I Contact You?

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details:

Email address: office@andrology.co.uk

Telephone number: 020 7486 3840

Postal Address: St Peter’s Andrology LLP, King Edward VII Hospital, 5-10 Beaumont Street, London W1G 6AA

Changes to this Privacy Notice

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection.

Any changes will be made available on our website www.andrology.co.uk. This Privacy Notice was last updated on 27 March 2023

