

Under the Data Protection (Jersey) Law 2018, we are authorised to process data for the purposes of 'Employment and Social Fields' (Article 8) 'Medical purposes' (Article 15) and 'Public Health' (Article 16).

[Our Full Data Protection and Privacy Policy](#)

This is available at our Practice or on our website.

[What do you do if you have any questions](#)

Should you have any questions about our privacy policy or the data or information we hold about you, you should contact either the Practice:

- Information Governance Lead (in the first instance) or;
- Data Protection Officer

Details of these individuals and their contact details can be found at the back of this patient information leaflet.

[Complaints](#)

We accept that sometimes things can go wrong and in the first instance you should contact our Data Protection Officer with your complaint.

However in the unlikely event that you are unhappy with the way we have handled your complaint, or our data processing methods, you have the right to lodge a complaint with the Jersey Office of the Information Commissioner:

Office of the Information Commissioner
2nd Floor
5 Castle Street
St Helier
Jersey
JE2 3BT

Email: enquiries@jerseyoic.org
Telephone: +44 (0)1534 716530

IMPORTANT: Keeping us informed and up to date

You can of course help us keep your data accurate and up to date. If you change your address or contact details we will need to hear from you. Please contact the Practice admin team or visit our website for further information. You will need to provide proof for change of name or of address.

[Practice Information Governance Lead](#)

Mrs Karen McNay - Practice Manager
admin@listersurgery.gpnet.je

[Practice Data Protection Officer](#)

Mrs Karen McNay - Practice Manager
admin@listersurgery.gpnet.je

01534 736336 - Town
01534 741641 - Quennevais Practice

Lister Surgery
8 The Parade
St Helier
Jersey
JE2 3QP



Data Protection and Patient Privacy Policy Summary

Patient Information Leaflet Adult and Child

Version: 2025.1
Dated: March 2025



What is a privacy policy or notice?

A privacy policy or notice is a statement that discloses the ways in which our Practice gathers, uses, discloses and manages our patient's data. It fulfils a legal requirement to protect our patient's privacy.

Why do we need one?

To ensure compliance with the new Data Protection (Jersey) Law 2018 (DPJL) and where relevant, the General Data Protection Regulation (GDPR) legislation, our Practice must ensure that information is provided to patients about how their personal data is processed in a manner which is:

- Concise, transparent, clear and easily accessible;
- Written in clear and plain language, particularly if addressed to a child; and
- Free of charge

What is DPJL/GDPR?

The new laws replace the current Data Protection legislations in Jersey and the UK and is designed to harmonise data privacy laws across Europe, to protect and empower all EU citizens' data privacy and to reshape the way in which organisations across the region approach data privacy.

Who does this policy apply to?

In accordance with the new data protection legislation our Data Protection and Privacy policies applies to all patients aged 13 and over.

When did DPJL/GDPR Commence?

The DPJL and GPDR legislation came into effect on **25 May 2018**.

How do we communicate our privacy notice?

At our Practice, the privacy notice is displayed on our website, through signage in the waiting room and in writing during the patient registration process.

Why we collect information about you

Our clinical and administration team caring for you will need to collect and maintain information about your health, treatment and care, so that you can be given the best possible healthcare from us. This personal information may be held in a variety of formats, including paper records, electronically on computer systems, in pictures, video or audio files.

What personal information do we need to collect about you?

Personal information about you is collected in a number of ways. This can be from registration forms, referral details from our clinical or administration team, other third-party healthcare providers or hospitals, directly from you or your authorised representative. We will likely hold the following basic personal information about you: name, address (incl correspondence), email address, telephone numbers, date of birth, emergency contact and next of kin information, social security number and other unique identifiers etc. We might also hold your marital status, occupation, residency status, place of birth and preferred name and previous name(s).

What do we do with your information?

Your records are used to directly manage and deliver healthcare to ensure that: the staff involved in your care have accurate and up to date information to assess and advise on the most appropriate care for you. Staff have the information they need to be able to assess and improve the quality and type of care you receive. Appropriate information is available if you see another healthcare professional, or are referred to a specialist or Health and Care Jersey, other health provider in Jersey, UK or elsewhere.

Who do we share your information with?

We may need to share relevant personal information with other health and social care organisations and external organisations. For example, we may share your information for healthcare purposes with Health and Care Jersey (HCJ), Employment, Social Security and Housing (ESSH), and Children, Young People, Education and Skills (CYPES), NHS UK, the GP Out of Hours service (JDOC), other general practitioners, ambulance services, private consultants, or external secondary or tertiary care providers etc.

How we maintain your records

Your personal information is held both in paper and electronic formats for specific periods of time as set out in the Information Government Alliance Records Management Code of Practice for Health and Social Care. Whilst this is UK legislation for NHS providers, it is used in Jersey as a 'Best Practice Solution' in the void of our own similar procedures.

Contd...

We hold and process your information in accordance with the Data Protection (Jersey) Law 2018 and where appropriate the General Data Protection Regulation. In addition, everyone working for our Practice must comply with the Contractual Duty of Confidentiality and various national and professional standards and requirements.

Communication with you

We will communicate with you in ways that you have agreed to within our registration procedure and policy which you have the option to update, amend or change at any time. Some services in the Practice provide the option to communicate with patients via email, SMS text or other electronic communications. Please be aware that the Practice cannot guarantee the security of this information whilst in transit, and by requesting this service you are accepting this risk.

Communication with us

Understandably we have an obligation to protect your data and privacy as well as ensure we have accurate and up to date information about you. When communicating with us we will take steps to verify we are actually communicating with you. This may be in a variety of identification ways depending on your enquiry.

What are your rights?

If we need to use your personal information for any reasons beyond those stated above, we will discuss this with you and ask for your explicit consent. The Data Protection (Jersey) Law 2018 gives you certain rights, including the right to: Request access to the personal data we hold about you eg. in health records; Request the correction of inaccurate or incomplete information recorded in our health records, subject to certain safeguards; Request that we restrict the processing of your personal information. You can exercise this right in instances where you believe the information being processed is inaccurate, out of date, or there are no legitimate grounds for the processing. We will always seek to comply with your request but we may be required to continue to process your information in order to comply with a legal requirement, deliver medical care and fulfil the function of social services and social care. Where you have been asked to give your consent, you have the right to withdraw this. However, this may cause delays or prevent us delivering a service to you. We will always seek to comply with your request but we may be required to hold or process your information in order to comply with a legal requirement, to deliver medical care and treatment, and fulfil the function of the social services.



