

Madryn House Surgery

6 Madryn Avenue

Rhyl

Denbighshire

LL18 4RS

Telephone (01745) 342225

Fax (01745) 361739

www.madrynhouse.co.uk



Madryn House Surgery Privacy Notice for Service Users

1. Introduction

Madryn House Surgery is committed to protecting the privacy and security of your personal data. This Privacy Notice explains how we collect, use, and disclose your personal information as a service user. It also outlines your rights under the General Data Protection Regulation (GDPR) and the Data Protection Act.

2. Data Controller

The data controller for your personal information is Madryn House Surgery. If you have any questions about this Privacy Notice or how we handle your personal information, please contact our Data Protection Officer:

Dominique Walker

Dominique.walker@wales.nhs.uk

3. Types of Personal Data We Collect

We may collect and process the following types of personal data:

Personal details (name, date of birth, etc.)

Contact information (address, phone number, email, etc.)

Health information (medical history, prescriptions, etc.)

Emergency contact details

Financial information for billing purposes

4. Purposes of Processing

We process your personal data for the following purposes:

Providing healthcare services

Appointment scheduling and reminders

Billing and payment processing

Communicating important health-related information
Legal and regulatory compliance

5. Legal Basis for Processing

We process your personal data on the legal bases of:

Consent
Contractual necessity
Legal obligations
Vital interests
Legitimate interests

6. Sharing Personal Data

We may share your personal data with:

Healthcare professionals within Madryn House Surgery
External service providers for support services
Regulatory bodies and authorities as required by law

7. International Data Transfers

We do not transfer your personal data outside the European Economic Area (EEA) without adequate safeguards.

8. Data Retention

We retain your personal data for the duration necessary for the purposes outlined in this Privacy Notice or as required by law.

9. Your Rights

You have the following rights under GDPR:

The right to access your personal data
The right to rectify inaccuracies
The right to erasure
The right to restrict processing
The right to data portability
The right to object to processing
Rights related to automated decision-making
To exercise your rights or if you have concerns about how we handle your personal data, please contact our Data Protection Officer.

10. Complaints

If you believe your privacy rights have been violated, you have the right to lodge a complaint with the supervisory authority.

11. Changes to this Privacy Notice

We may update this Privacy Notice from time to time. The latest version will be available on our website or upon request.

Date of Last Revision: 14.12.23