

## **Information Governance – Data Protection**

### **NUMED HOLDINGS LTD (Trading as Numed Healthcare) Envisage Self-Check-In for use with GP Practices within Grampian**

#### **What is happening and how is my data being used?**

The Numed Envisage self-check-in service is an online patient appointment service. The self-check-in service allows the Practice's registered patients to check in for their appointments without having to present to our receptionist colleagues. However this facility is available to those who still may wish to.

Self-check-in can be done via a kiosk in the practice, or via a QR code using a mobile phone. The latter contactless option check-in allows patients to scan a QR code on the check-in screen using their smartphone and then enter their details to confirm they have arrived.

The self-check-in service frees up reception colleagues time to allow them to focus upon other administrative tasks within the surgery.

#### **Personal data and Special categories of personal data**

The information processed in Envisage self-check-in service is your full name and date of birth. This is used to identify your appointment time, which GP practice professional you will be seeing at your appointment and allow you to self-check-in.

#### **Data controller**

Dr Alan Miles is the data controller for the data processed in Numed Healthcare which relates to our patients.

Numed Healthcare is part of Numed Holdings Ltd who are the data processor and suppliers of the system. They assist the Practice with troubleshooting issues, providing remote support and any relevant upgrades to the system. Amazon Web Services are their sub-processor who host the data on behalf of Numed Healthcare. All data is hosted within UK data centres.

The Practice have signed an Agreement with Numed Holdings Ltd setting out instructions and standards on how your information is processed by them and their sub-processors.

Information on Numed's privacy policy can be found at the following link: [Privacy Policy | Numed Healthcare](#).

Personal data which the Practice is data controller for, is retained in the same way as the other medical information we hold about you. Please see our full privacy notice for more information – <https://aberlourmedicalpractice.co.uk/privacy-policy/>

NHS Inform also provides information how NHS Scotland uses and retains your data; please see the link below:

<https://www.nhsinform.scot/care-support-and-rights/health-rights/confidentiality-and-data-protection/how-the-nhs-handles-your-personal-health-information>

A specific Information Sharing Agreement has been put in place to document the sharing of personal data by the participating health organisations, including GP Practices. This is supported by a high level Agreement known as the [Intra NHS Scotland Information Sharing Accord \(2020\)](#) which enables participating health organisations share your personal data for specific purposes.

### **Lawful processing**

We assert that it is lawful for us to process your personal data in this way as:

- processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;

### **Your rights**

We respect your rights and preferences in relation to your data. If you wish to update, access, erase, limit, or complain about the use of your information, please let us know by emailing [gram.aberlouradministrator@nhs.scot](mailto:gram.aberlouradministrator@nhs.scot) in the first instance and we will consider your questions. You may also wish to contact the [Health Board](#) under which your care is being delivered or the [Information Commissioner's Office](#).