



Children's Privacy Notice

What is a Privacy Notice?

A privacy notice helps your Doctor's surgery tell you how it uses information it has about you, like your name, address, date of birth and all the notes the Doctor or Nurse makes about you in your healthcare record.

Why do we need a Privacy Notice?

Your Doctor's surgery needs a privacy notice to make sure it meets the legal requirements which are written in the laws called the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

What is the UK General Data Protection Regulation (UK GDPR)?

The UK GDPR is a law that makes sure your Doctor's surgery keeps your information safe. It means your Doctor, Nurse and all the staff must follow the rules about looking after your information.

How do you know about our Privacy Notice?

We have posters in our waiting room and leaflets to give to children and adults, and we also have lots of information about privacy on our website, telling you how we use the information we have about you.

What information do we collect about you?

Don't worry, we only collect the information we need to help us keep you healthy – such as your name, address, information about your parents or guardians, records of appointments, visits, telephone calls, your health record, treatment and medicines, anything you are allergic to, test results, x-rays and any other information to enable us to care for you.

How do we use your information?

We use your information to help look after you. We might need to share it with other doctors or hospitals if you need to see a specialist or have an x-ray.

Sometimes doctors use information to do medical research. Don't worry – we will only share your information for research if the law says it's okay. We will usually ask you, or your parents or guardians, first. You can also say no – just ask a member of staff.

If you have a long-term medical problem then we know it is important to make sure your information is shared with other healthcare workers to help them help you, making sure you get the right care when you need it.

How do we keep your information private?

We know it is very important to keep your information safe. We follow the rules in the GDPR and other important laws to make sure we do this.

What if I've got a long-term medical problem?

If you have a long-term medical problem, then we know it is important to make sure your information is shared with other healthcare workers to help them help you. This helps in making sure you get the care you need when you need it!

Don't want to share?

All of our patients, no matter what their age, can say that they don't want to share their information. You can get more information from a member of staff at the surgery, who can also explain what this means to you.

How do I access my medical records?

Remember we told you about the UK GDPR? Well, you have the right to see the information we hold about you. This is called a Subject Access Request (SAR). You, or your parents or guardians, can ask us in person, by phone, by email or by letter. It is free, and we will reply within one month.

What do I do if I have a question?

If you have any questions or if anything in this privacy notice is unclear, ask a member of the medical team or your parents or adults with parental responsibility can ask on your behalf. You can also:

– Contact us via phone on 01924 677987, email at wycb-wak.conexuscontact@nhs.net or write to Conexus Healthcare CIC, C/O Sandal Castle Medical Centre, Asdale Road, Wakefield, WF2 7JE. We'll be happy to talk it through in more detail.

– Contact the Data Protection Officer (DPO) for Conexus Healthcare, Helen Holt Helen.Holt@this.nhs.uk

Post: The Health Informatics Service

Unit 13 Ainley Industrial Estate

Ainley Bottom

Elland

HX5 9JP

What to do if you're not happy about how we manage your information?

We always want to make sure you're happy. But sometimes things can go wrong. If you, your parent or guardian are not happy with how we look after your information, you can make a complaint. The best thing to do is tell us first, so we can try to put things right. You can complain by asking a member of staff to help you, or by phoning, emailing or writing to us using the contact details above. Your parent or guardian can also complain for you.

When we get your complaint, we will let you know we have received it within 30 days. We will then look into what went wrong and tell you what we found, as quickly as we can.

If you are still unhappy after we have replied, you, your parent or guardian can complain to the Information Commissioner's Office (ICO) – they check that organisations look after people's information properly. For more information, visit <https://ico.org.uk/make-a-complaint>, or call them on 0303 123 1113.

We always make sure the information is up to date. Any updates will be published on our website and surgery leaflets.

Updated June 2026