



PRIMARY EYECARE DEVON – PRIVACY POLICY

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Introduction

Primary Eye Care Devon Ltd takes your privacy and the security of your personal information very seriously. We are in the business of health care and not in the business of selling, renting or trading your personal information. In this Privacy Policy, we have provided lots of detailed information on when and why we collect your personal information, how we use it and how we keep it secure.

Your personal data

When you decide to attend Primary Eye Care Devon Ltd for a consultation or treatment, we will require your full name, date of birth, address and phone number. This information will allow us to accurately record your clinical information and also allow us to contact you to arrange follow-ups and/or in case of an emergency.

We may have already received a referral from your optician, hospital or GP, which may include your name, address, telephone number, email and any relevant clinic information necessary for a review into treatment options. If we have not received this we may request it from your optician, hospital or GP to aid in your treatment.

Once you have become a patient of Primary Eye Care Devon Ltd, we are likely to take diagnostics and diagnostic imaging, all diagnostic information is stored within the PharmOutcomes electronic patient records system.

Data security

Your information will be kept securely onsite within our PharmOutcomes Electronic Patient Records System. The system is securely located within Primary Eye Care Devon Ltd and hosted on an encrypted computer, with restricted username and password access. We may also keep some of your records in paper form up until the point of treatment. If we do, these will be kept onsite within secure steel cabinets which are kept locked. Once you have decided to proceed, or not proceed with treatment, your information will be uploaded into the PharmOutcomes system, along with any clinical notes.

The PharmOutcomes system, in which we hold your diagnostic information and imaging is also securely located within Primary Eye Care Devon Ltd and the system is also hosted on an encrypted computer, with restricted access.

Data sharing

At Primary Eye Care Devon Ltd we will never knowingly share your personal information with other organisation, unless you have requested us to do so, such as in the event of an onward referral or second opinion. As standard we will however send a letter to your GP to inform them of your condition/treatment.



Access to your personal data

You are entitled to view, amend, restrict or delete your personal information that we hold.

If you would like to amend the information we hold for you, please speak to a member of the team and we will happily update your record.

If you would like to view, restrict or delete the personal information we hold on you, please speak to a member of the team and they will be able to provide you with a request form so that we can process your request.

Changes to this privacy policy

This policy will be reviewed on an annual basis or sooner if required, due to changes in legislation or following feedback.