Privacy Notice – Patients & Service Users

Cotswold Surgical Partners LLP

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Introduction

Cotswold Surgical Partners LLP (“CSP”, “we”, “us”, “our”) is committed to protecting the privacy and security of personal data relating to patients and users of our services. This notice explains how we collect, use, store, and protect personal data when you use our services or make an enquiry. CSP is the data controller. Contact: csp.data@nhs.net

Personal Data We Collect

We may collect your name, address, email, phone number, date of birth, medical history, sex, CCTV images/audio, and information provided by you or referral sources.

How Your Personal Data Is Collected

Data is collected directly from you or from third parties such as GP practices, hospitals, NHS referral services, and the SystmOne platform where consent has been provided.

Purposes and Lawful Bases for Processing

Purpose	Lawful Basis for Processing
Provide healthcare services and maintain patient records	Legitimate interests; provision of health or social care (specia
Carry out contractual obligations	Performance of a contract
Share information via SystmOne (where consent given)	Consent
Emergency treatment	Vital interests
Meet legal and regulatory obligations	Legal obligation
Monitor service usage and facilities (including CCTV)	Legitimate interests
Protect staff and patients; prevent crime	Legitimate interests
Respond to enquiries and requests	Legitimate interests
Send appointment reminders and clinical correspondence	Legitimate interests; provision of health or social care

Sharing Your Data

We may share personal data with GP practices, hospitals, NHS bodies, regulators, and trusted service providers where required to deliver care. International transfers will only occur where appropriate safeguards are in place. Data may also be shared with law enforcement where legally required.

How Long We Keep Your Data

Patient records are usually retained for eight years after your last appointment or treatment. Data is then securely deleted or anonymised.

How We Protect Your Data

We use appropriate technical and organisational security measures to protect personal data.

Your Rights

You have rights to access, correct, delete, restrict, or object to processing, request data portability, and withdraw consent. Email: csp.data@nhs.net

Complaints

You can lodge a complaint with the Information Commissioner’s Office: https://ico.org.uk/concerns/

Contact Details

General Manager
Cotswold Surgical Partners LLP
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Royal Wootton Bassett
Wiltshire SN4 8SY

Email: csp.data@nhs.net