



**Stonefield Surgery**  
Milnrow & Newhey Medical Centre  
Newhey Road, Newhey  
Rochdale, OL16 4JF  
Tel: 01706 646234

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28<sup>th</sup> July 2025

## **Patient Privacy Notice**

### **Introduction**

At Stonefield Surgery, we are committed to upholding the highest standards of privacy and confidentiality in managing your personal data. This Privacy Notice outlines our practices regarding the handling of personal information specifically in relation to telephony support services provided by General Practice Solutions (GPS), which has been engaged as an independent entity to support and manage this service on our behalf.

### **Role of General Practice Solutions**

General Practice Solutions (GPS) has been appointed as an independent organisation to provide telephony support services to our organisation. In this role, GPS handles patient enquiries, appointment scheduling, and other support tasks via telephone. To perform these duties, GPS requires access to certain personal data relevant to your interactions with our organisation through telephony support.

### **Categories of Personal Data Collected**

To facilitate effective telephony support, GPS may collect and process the following categories of personal data:

- **Personal Identification Information**  
This includes your full name, contact details (such as telephone number and email address), and any identifiers provided during your call.
- **Health and Medical Information**  
Information related to your medical history, current treatments, and other health-related details relevant to the telephony support service being provided.
- **Telephony Support Details**  
Information regarding the specifics of your enquiries or requests, including any supporting details you provide during your call.

### **Legal Basis for Processing**

GPS processes your personal data under the following legal bases:

- **Consent**  
By engaging with our telephony support services, you provide explicit consent for the processing of your personal data for the purpose of addressing and fulfilling your requests.
- **Legal Obligation**  
Processing is necessary to meet legal and regulatory obligations related to healthcare standards and the provision of telephony support services.
- **Legitimate Interests**  
Processing is further supported by our legitimate interests in delivering high-quality support services, managing patient interactions effectively, and ensuring adherence to healthcare regulations.

### **Access to Personal Data**

GPS will access personal data strictly for the purpose of providing telephony support services. Access is limited to authorised GPS personnel who are subject to confidentiality agreements and comply fully with applicable data protection laws.

### **Data Security and Confidentiality**

We are dedicated to implementing robust security measures to protect your personal data from unauthorised access, loss, or disclosure. Both Stonefield Surgery and GPS adhere to rigorous data protection protocols to ensure that all personal data is managed securely and in compliance with relevant data protection legislation.

### **Data Retention**

Your personal data will be retained only for as long as necessary to fulfil the purposes of the telephony support service and to meet any relevant legal and regulatory requirements. Once the retention period expires, your data will be securely deleted or anonymised in accordance with our data retention policy.

### **Rights of Data Subjects**

Under applicable data protection laws, you have the following rights concerning your personal data:

- **Right of Access**  
You may request access to your personal data and obtain a copy of the information held about you.
- **Right to Rectification**  
You may request correction of any inaccuracies in your personal data.
- **Right to Erasure**  
You may request deletion of your personal data, subject to specific conditions.
- **Right to Restriction**  
You may request restriction of the processing of your data under certain circumstances.
- **Right to Object**  
You have the right to object to the processing of your data for particular purposes.

To exercise these rights or for any questions regarding our data processing practices, please contact Stonefield Surgery using the contact information below.

**Contact Information**

For any questions or concerns regarding this Privacy Notice or to exercise your data protection rights, please contact:

**Stonefield Surgery**

Milnrow & Newhey Medical Centre

Newhey Road

Rochdale

OL16 4JF

01706646234

[GMICB-HMR.stonefieldstreetsurgery@nhs.net](mailto:GMICB-HMR.stonefieldstreetsurgery@nhs.net)

**Amendments to This Notice**

We reserve the right to amend this Privacy Notice periodically to reflect changes in our practices or legal requirements. Any updates will be communicated through appropriate channels.

**Effective Date**

This Privacy Notice is effective as of 28<sup>th</sup> July 2025

**Stonefield Surgery**