

BROOMHILL & LODGE MOOR SURGERIES

5 Lawson Road & 14 Blackbrook Road, Sheffield
(0114) 266 5344 (0114) 230 6777

Privacy Notice – SMS Text Message

This practice uses MJOG patient text messaging service. This enables automated SMS Text Message reminders for your appointments.

The service also enables us to send patient specific messages directly related to their medical care. These include invitations to specialist clinics, influenza vaccinations etc. We also have a contractual obligation to request patient feedback on their care in the format of the Friends and Family Test. For more information please go to www.nhs.uk/nhsengland/aboutnhservices/pages/nhs-friends-and-family-test.aspx

We do not use SMS messages for any form of direct marketing.

All text messages are for direct medical care purposes only.

1) Data Controller contact details	Broomhill & Lodge Moor Surgeries 5 Lawson Road Sheffield S10 5BU (0114) 266 5344 SHECCG.broomhill@nhs.net
2) Data Protection Officer	Dr Christopher Parry Broomhill & Lodge Moor Surgeries 5 Lawson Road Sheffield S10 5BU (0114) 266 5344 SHECC.broomhill@nhs.net
3) Purpose of the sharing	To enable staff at Broomhill & Lodge Moor Surgeries to communicate with patients via text (SMS) This is a Direct Care purpose Personal data being processed includes the mobile number.
4) Lawful basis for processing or sharing	Article 6(1)(e) – Official Authority “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;” Article 9(2)(h) – Provision of health “processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services on the basis of Union or Member State law or pursuant to contract with a health professional and subject to the conditions and safeguards referred to in paragraph 3;”

5) Recipient or categories of recipients of the shared data	You are the recipient in this case. Further information relating to the MJOG Text Service is available at: www.mjog.com
6) Rights to object	Please inform the practice if you do not wish to receive any SMS text messages.
7) Right to access and correct	You have the right to access any identifiable data that is being shared and have any inaccuracies corrected.
8) Retention period	Not applicable as you are the recipient of the data.
9) Right to Complain	You have the right to complain to the Information Commissioner's Office, you can use this link https://ico.org.uk/global/contact-us/ or calling their helpline Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate) There are National Offices for Scotland, Northern Ireland and Wales, (see ICO website)

Patients are free to provide Broomhill & Lodge Moor Surgeries with their mobile phone number and consent will be recorded to allow staff to use SMS if needed, or if preferred by the patient.

The majority of SMS messages are automatically generated to remind patients of forthcoming surgery appointments that they have booked.

SMS can be used to convey test results.

Other uses include inviting eligible patients to attend for flu clinics or annual reviews (e.g. asthma, COPD) or in emergencies when surgeries have to be cancelled at short notice.

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Patients have the right to provide the practice with their mobile number in order to enable an alternative number by which to contact them, **without** allowing SMS messages to be sent (i.e. "mobile phone calls only").

We will record and action any such objection accordingly, ensuring no SMS messages are sent to you.