

# Claremont Clinic Privacy Notice Written For Teenagers And Young Adults

## (Ages 13 years - 16 years)

Version Date: March 2026

**We know your private information is important and keeping it safe is a top priority. We've put strong rules in place to make sure your information is kept safe and we double check these rules all the time to keep things secure.**

**Please take a quick look at this privacy notice. It explains exactly how we use your personal details and health information to help look after you.**

### Why we are providing this privacy notice

We're giving you this notice because the **law** says we have to. There are strict rules called the **UK GDPR** that protect your privacy.

From the age of 13, the **ICO** (an organisation that looks after data) says you may be officially old enough to make your own decisions about your health and about your health record.

Here's what that means:

- You can now give your own permission (consent) for medical treatment and for how the clinic uses your private information.
- There's a bit of law called "**Gillick Competence**." It says that if a person under 16 understands what's happening, they can make their own medical choices without needing a parent or guardian.
- The Gillick Competence rules will be used to check that you are able to be treated as an adult when it comes to decisions about your information. If these rules are passed, Claremont Clinic can treat you like an adult when it comes to your data. You may be trusted to understand how your information is handled and to decide who gets to see it.

This guide from **Claremont Clinic** explains exactly how we collect and keep track of your health information. If anything here sounds confusing, you can always talk to us or our **Data Protection Officer** (the person in charge of keeping your information safe).

### This guide covers:

- **Who we are** and why we need your information.
- **What we know about you** (like your name or medical history).
- **The rules** we follow when we share your information with others.
- **What to do** if you move house or change your phone number.
- **How long** we keep your files before deleting them.
- **Your "Data Rights"** (the power you have over your own info).

### Who we are and why we collect information about you

Claremont Clinic (459-463 Romford Road, Forest Gate, London, E7 8AB), look after your health information and sometimes send it to other organisations to help look after your health.

We are registered to the [Information Commissioner's Office](#). Our registration number is **Z4619169**.

**Information Governance Leads:** Dr Sadek Ahmed & Dr Shahid Choudhury

**Caldicott Guardian:** Dr Ciaran Joyce

**Local Senior Information Risk Officer (SIRO):** Dr Shahid Choudhury

By law, any NHS staff member looking after you has to keep notes of your health and treatments. This ensures that no matter which member of the healthcare team you see, they should know better how to help you.

We collect information to answer your questions or get you special help. This includes "basic" information (like your name and where you live) and "sensitive" information (like how you're feeling or what a doctor found during a check-up). This information is kept both on paper and on computers.

### **The Data Protection Officer (DPO)**

If you have any questions or feel like something isn't right with your data, there is a specific person you can talk to. Her name is **Ms Sohifa Kader**, and she is the **Data Protection Officer (DPO)** for the clinic.

The Data Protection Officer (DPO) makes sure that the clinic follows all privacy rules and handles patient information correctly.

They can be contacted at [nel.gpdpoig@nhs.net](mailto:nel.gpdpoig@nhs.net) or via telephone on 0800 917 8607

You can write to them at

#### **NHS NEL GP DPO Service**

**NHS North East London**

**9<sup>th</sup> Floor**

**20 Churchill Place**

**London**

**E14 5HJ**

You should get in touch if:

- You want to know more about **how** they are keeping your information safe.
- You want to **see** your own medical records or **fix a mistake** in your records
- You want to **complain** because you're unhappy with how your information is being used.
- You have **any other questions** about your rights on how your information is used.

You have the right to say "**No**" to the clinic using your information. Just keep in mind that if the team can't see your records, it might be harder for them to give you the best treatment. If you're thinking about saying no, it's a good idea to chat with the clinic or the DPO first to see how it might change your care.

### **What kinds of personal information about you we hold and use (process)**

The healthcare team who looks after you keep notes that follow you wherever you go—whether you're at the GP, the hospital, or even A&E. These records can be on paper, on a computer, or both. Your information is protected with security to keep them private to only people who need to see them.

What is in your file?

- **The Basics:** Your name, address, phone number, and who to call in an emergency.

- **Your History:** Every time you've had a check-up, an injection (immunisation), or visited a clinic.
- **The Details:** Notes from your doctor about how you're feeling, test results (like X-rays or blood tests), and letters from hospital specialists.
- **Extra Info:** Updates from social workers, school reports if they're relevant to your health, or even information from lawyers or the government if needed.

There are some things so private they never get shared with anyone else unless you say it's okay. The only exception is a "break glass" moment—like if someone is in serious danger or the law says we absolutely have to share it to keep people safe.

### What the rules are for us to deal with your data

There are many laws surrounding how we use your data. These are based mainly on two laws: GDPR and the DPA. More detail about these can be explained to you if you wish by either the clinic or by the DPO mentioned above.

Here is why we are allowed to use your data:

- **Your Daily Care:** The main reason is simply to do their job. The law (UK GDPR) says we can use your information because providing healthcare is a "public task" that helps everyone.
- **Life-or-Death Situations:** If you are in a serious accident and can't speak, the law allows doctors to check your records to save your life. This is called protecting your "**Vital Interests.**"
- **Protecting Everyone:** If there is a big disease outbreak, we may have to share information to help stop the spread. This is for "**Public Health.**"
- **The Law Says So:** Sometimes a judge or the government orders Claremont Clinic to share information for legal reasons. They have to follow these "**Legal Obligations.**"
- **Research:** Your information might be used by scientists to find new cures. Usually, they make this data anonymous (they remove information that traces the data to you) first.
- **Your Consent ("Yes"):** For things like sending you newsletters or giving info to an insurance company, we ask for your consent. Since you're 13, you may be allowed "yes" or "no" to this yourself.

You are covered by the "**Duty of Confidentiality.**" This is a legal promise that your information stays safe. Even though Claremont Clinic has a contract with the NHS to treat you, you still have the right to say no to certain things if you don't want certain services anymore.

### Organisations we share your personal information with

Sometimes, your information is shared with other approved groups to help plan better health, find new cures, or stop people from getting sick.

Who might see your data?

Claremont Clinic works with a big team of people and tech tools, including:

- **Other Doctors & Nurses:** Specialists at hospitals, dentists, pharmacists, and mental health teams.

- Local Partners: Other nearby GP practices in North Newham and the London Care Record (so different doctors can see the same notes).
- Tech & Tools: Apps like Accurx (for texting you), and X-ON (the clinic's phone system).
- Research Projects: Like OpenSAFELY (which studied COVID-19) or lung cancer screening programmes.
- The Law & Safety: If needed, the Police, the Coroner (who investigates deaths), or the CQC (who inspects clinics to make sure they are doing a good job).
- Anyone You Choose: If you give a specific person or company permission to see your record, they can see it too.

### What should you do if your personal information changes?

Keep us in the loop. If you move house, get a new mobile number, or change your email, you need to let us know as soon as possible.

If we have the wrong details, we might send important health letters to the wrong house or call the wrong number when contact you. Keeping your information **up to date** is the best way to make sure you get the right care at the right time

### How long do we keep your record?

Claremont Clinic doesn't keep your information just for the sake of it. We follow a strict set of national rules called the **NHS Records Management Code of Practice**.

We do regular "spring cleaning" to check that we aren't holding onto anything they don't actually need.

### How we keep your personal information safe and secure

To keep your records safe, Claremont Clinic uses strong security to make sure private information is locked away in secure locations that only the right people see it.

This is done by:

- **Staff Training:** Everyone from the doctors to the people answering the phones has to pass a privacy test every single year. They also sign legal contracts promising never to talk about your information unless it is about your care.
- **Smartcards & IDs:** Staff can't just browse your records. They must use a special **Smartcard** (like a high-security ID badge) to log in. The system tracks exactly who looked at your file and when, so there is always a digital paper trail.
- **Role-Based Access:** This means staff only see what they *need* to see. A person booking an appointment might see your phone number, but they won't necessarily see your private notes or X-ray results.
- **Secret Codes (Encryption):** When the clinic sends your information to another carer, they "scramble" it into a secret code so that even if a hacker tried to intercept it, they shouldn't be able to read it.
- **The Yearly Check-up:** Every year, Claremont Clinic has to complete a security "MOT" called the **Data Security and Protection Toolkit**.

**The Golden Rule:** All staff must follow the **NHS Code of Practice**. This means they have a legal duty to tell you how they use your information and let you or your parents/guardians (depending on the Gillick tests talked about above) decide how it gets shared.

### What are your rights?

Under data protection laws, you have the right:

- **to Know:** You have the right to be told exactly how Claremont Clinic uses your information (that's what this whole guide is for!).
- **to See:** You can ask to see your medical records or get a copy of them to check what health professionals have written.
- **to Fix:** If you see something wrong—like the wrong birthday—you can ask us to **fix it**.
- **to Delete:** You can ask us to "delete" your information. This isn't a "delete button" for everything (we usually have to keep some medical notes by law)
- **to Pause:** You can ask us to **stop using** your data
- **to Move:** If you use a different doctor or clinic, you have the right to have your files **sent over** to them if appropriate
- **to Say "Stop":** You can object if you don't like how your data is being used for certain things. The clinic will listen, though they might explain if they legally must keep using it for your safety.
- **to a Human:** You have the right to know if a computer is making decisions about your health. Currently, **Claremont Clinic** doesn't use any "robot doctors" or automated software to make big decisions about you.

In the legal world, we say these rights are **not absolute**.

This means that while you can ask for things—like deleting a record—the clinic might have a **legal duty** to say "no" if that information is needed to keep you safe or follows strict medical laws.

If you want to do any of these things the first step is to contact Claremont Clinic.

### Right to complain

You can get further advice or report a concern directly to Claremont Clinic.

Our Data Protection Officer function is provided by NHS North East London who can be contacted by  
 Post: NHS NEL GP DPO Service, NHS North East London, 9<sup>th</sup> Floor, 20 Churchill Place, London E14 5HJ  
 Phone: 0800 917 8607  
 Email: [nel.gpdpoig@nhs.net](mailto:nel.gpdpoig@nhs.net)

You also have the right to contact the UK's data protection supervisory authority (Information Commissioner's Office) by:

Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.  
 Phone: 0303 123 1113 (local rate) or 01625 545745 (national rate)  
 Email: <https://ico.org.uk/concerns/handling/>

### Our Website and Cookies

Keep in mind that these privacy rules **only** apply to the Claremont Clinic's official website.

If you click a link on their page that takes you to a different site, those sites have their own rules. The clinic isn't responsible for what happens on other websites, so it's always a good idea to check their privacy notices too.

### A Note on Cookies:

They are tiny digital files that help the website remember you and work properly. If you want to know exactly which ones they use, you can check their **Cookies Policy**.

### Age related changes

There are separate privacy notices for adults and an information leaflet for children under 13.

## Translation

If English is not your first language you can ask for a translation. Please contact our Data Protection Officer.

## Reviews of and changes to this privacy notice

Things can change, so it's a good idea to **check** every once in a while. That way, you'll always stay up to date about how your private health info is being handled.