

Privacy notice

How Star Lane Medical Centre uses your information

Star Lane Medical Centre is committed to protecting your privacy and keeping your personal and health information secure.

This notice explains:

- What information we collect
- Why we use it
- Who we may share it with
- The digital systems and service providers we use
- How long we keep your information
- Your data protection rights

Who Is Responsible for Your Information?

Star lane Medical Centre is the data controller responsible for deciding how your personal information is used.

Star lane medical centre
121 Star Lane
London
E16 4QH

Telephone: 02074764862

Website: [Homepage - Star Lane Medical Centre](#)

Data Protection Officer: Jerry Gomes/Sar Lane Medical Centre

DPO email: starlanemedicalcentre@nhs.net

What Information Do We Collect?

We may collect and use the following information:

- Your name, address and contact details
- Your date of birth and NHS number
- Details about your health symptoms and medical history

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- Information about your appointments
- Prescriptions and medical information
- Test results and referrals
- Correspondence relating to your care
- Information received from hospitals, community services, pharmacies and other healthcare providers
- Telephone numbers and information provided when you contact us
- Information about complaints, concerns and feedback
- Information about people authorised to act on your behalf

Health information is treated as special category personal data and is subjected to additional protection under the data protection law.

Why Do We Use Your Information?

We use your information to:

- Provide safe and appropriate healthcare
- Maintain an accurate medical record
- Assess and respond to patient requests
- Arrange appointments, prescriptions, test and referrals
- Communicate with you about your care
- Process clinical and administrative correspondence
- Supports continuity of care
- Investigate complaints, concerns and incidents
- Monitor and improve the safety and quality of our services
- Meet our Legal, contractual and regulatory responsibilities

Our Lawful Basis for Using Your Information

We normally process your personal information under:

UK GDPR Article 6(1)(e): Public task

Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority.

We normally process health information under:

UK GDPR Article 9(2)(h): Health and social care

Processing is necessary for the provision of health or social care, medical diagnosis, treatment or the management of health and care services.

Other lawful bases may apply in particular circumstances, including where we must comply with a legal obligation, protect someone's vital interest or establish, exercise or defend a legal claim.

Where Does Your Information Come From?

Information may be obtained:

- Directly from you
- From someone authorised to act on your behalf
- From members of the practice team
- From hospitals and NHS Trust
- From community health services
- From pharmacies
- From NHS organisations and other healthcare professionals involved in your care
- Through the secure digital system that support the delivery of your care

Systems And Service Providers We Use

We use secure digital systems and approved service providers to help us deliver healthcare and manage the practice.

Where an organisation processes personal information on our behalf, it must follow our instructions and meet appropriate confidentiality, information governance and data protection requirements.

EMIS WEB

EMIS Webb is our electronic patient record system. It is used to maintain information including:

- Consultations and clinical notes
- Medical history

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- Diagnosis
- Prescriptions
- Allergies
- Test results
- Referrals
- Correspondence relating to your care

Klinik Online Consultation Platform

We use Klinik to provide patients with secure online access to our services.

Klinik allows patients to submit medical and administrative requests online, including request for appointments advice, medical queries, fit notes and other healthcare-related matters.

Information submitted through clinic may include:

- Name and contact details
- Date of birth and NHS number
- Symptoms and health information
- Medical history relevant to the request
- Administrative inquiries
- Information provided as part of an online consultation

We use this information to:

- Assess and respond to patient requests
- Direct inquiries to the most appropriate clinician or member of staff
- Provide advice, treatment and ongoing care
- Arrange appointments, referrals and investigations
- Maintain accurate medical records
- Improve access to practice services

Information submitted through Klinik is reviewed by appropriately trained members of the practice team and may become part of your electronic patient record where relevant.

Klinik Processes information on behalf of Star Lane Medical Centre in accordance with UK data protection legislation, NHS information governance requirements and contractual arrangements designed to protect the security and confidentiality of patient information.

Patients should only provide information that is relevant to the request they are making. If your condition requires urgent medical attention, you should contact NHS 111, call 999, or attend the nearest emergency department as appropriate.

Anima Document Management

We use Anima as a document management and workflow system.

Anima helps authorised practice staff receive, organise, review and process clinical and administrative documents. These may include:

- Hospital letters
- Clinical correspondence
- Test results
- Referral documents
- Discharge information
- Administrative correspondence
- Documents that form part of your health record

Relevant information may be added to or linked with your electronic patient record.

Emma Telephone Reception Service

We use **QuantumloopAI EMMA** to support the handling of incoming telephone calls and patient requests.

EMMA is an automated, AI assisted telephone receptionist. It can conduct a structured conversation with a caller, document the request and submit the information into the practice workflow so it can be reviewed and actioned by the appropriate clinical or administrative team. EMMA Does not replace the healthcare professionals responsible for reviewing and responding to patient requests.

When you use EMMA, the system may process:

- Your name
- your date of birth
- your address or postcode
- your telephone number
- your NHS number, where available
- your preferred language
- Details about your clinical or administrative request

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- Information about a person contacting on your behalf
- A transcription or structured summary of information provided during the call
- The date, time and technical details associated with the call

EMMA may use speech-to-text and natural-language processing technology to understand and document the information provided by the caller. The Practice's Implementation documentation identifies speech transcription, AI generated questioning, identification and data quality risk, with corresponding review, escalation and audit control.

Information collected through Emma is made available to authorise members of the practice team so they can assess and respond to the request. Patient requests submitted through EMMA may also be available through a secure supplier dashboard or, in defined circumstances, sent securely to the practise for processing.

If you are unable or do not wish to use the automated service, you may ask to speak to a member of the practice team. Please tell us if you have communication needs that may make it difficult to use the service.

NHS App

The NHS app may allow eligible patients to:

- Request repeat prescriptions
- View parts of their medical record
- Received messages
- Manage appointments
- Access other NHS services

The services available may depend on the access arrangements enabled by the practice.

NHS Mail

We use NHS mail to communicate securely with NHS organisations and healthcare professionals involved in providing or supporting your care.

Other Service Providers

We may use other approved providers to support services such as:

- Appointment management
- Patient messaging
- Online consultation
- Prescribing
- Referrals
- Clinical reporting
- Cybersecurity
- Data storage
- Website management

We regularly review the systems used by the practice and update our privacy information where necessary.

Is Automated Decision-making Used?

EMMA uses automated technology to collect, transcribed and structure information provided during telephone interactions.

Patient requests are submitted to the practice for review and action. Decisions about the patient's healthcare remain the responsibility of the appropriately trained members of the practice team.

If our use of automated technology changes significantly, we will review our privacy information and data protection impact assessment.

Who May We Share Your Information With?

Where necessary and lawful, we share relevant information with:

- GPs and other members of the practise team
- NHS hospitals and trusts
- Community healthcare services
- Pharmacies
- Ambulance and urgent care services
- NHS England
- Northeast London integrated care board
- Other healthcare and social care professionals involved in your care

- Regulators and public authorities where disclosure is required by law
- Approved organisations that process information on our behalf

We only share information that is necessary for the relevant purpose.

How Do We Protect Your Information?

We use appropriate technical and organisational measures to protect your information. These include:

- Access controls and individual user accounts
- Role-based permissions
- Secure systems and communications
- Staff confidentiality obligations
- Data protection and information governance training
- Monitoring and auditing
- Cybersecurity controls
- Contracts with organisations accessing information on our behalf
- Data protection impact assessments where required

How Long Do We Keep Your Information?

Information that forms part of your health record is retained in accordance with the NHS record management code of practice.

Different types of records may have different retention periods. Records are reviewed and securely deleted or disposed of when they are no longer required, subject to applicable legal, clinical and regulatory requirements. The NHS code provides guidance on managing health and care records, including how long different type of records should be retained.

Your Data Protection Rights

Depending on the circumstances, you may have the right to:

- Ask for a copy of your personal information
- Ask us to correct inaccurate or incomplete information
- Ask us to restrict how your information is used
- Object to certain uses of your information
- Ask for information to be erased in limited circumstances

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- Ask how and why your information is being used
- Raise a concern or make a complaint

Some rights are not absolute and may be limited where information must be retained or processed to provide health care or meet a legal requirement.

Accessing Your Medical Records

You can request access to your medical records by contacting the practice.

You may also be able to view part of your medical records through the NHS app, subject to identity verification and the access arrangement available to you.

National Data Opt-Out

The national data opt-out allows patients to choose whether their confidential patient information may be used for purposes beyond their individual care, such as certain type of planning and research.

The national data opt-out does not normally prevent information from being used to provide your direct care or where the law requires information to be shared.

Raising a Concern

If you have a question or concern about how we use your information, please contact:

The Practice Manager
Star Lane Medical Centre
121 Star Lane
London
E164QH

Telephone: 0207 476 4862

You may also contact our data protection officer using the details at the beginning of this notice.

If you remain dissatisfied, you have the right to complain to the information commissioner's office:

Information Commissioner's Office

Wycliffe house

water lane

Wilmslow

Cheshire

SK95AF

Changes to this privacy notice

we will review this notice regularly and update it when our services, systems, suppliers or legal responsibilities change.

Version:1.0

Last Reviewed: September 2026

Next review due: September 2026