**FREEDOM OF INFORMATION**

We hold various pieces of information about you including your name and address, and clinical details such as the state of heath of your eyes, your spectacle and or contact lens prescription, and copies of any letters we have written about you or received from other professionals – such as you doctor.

You are entitled to a copy of this information under GDPR legislation. Please submit a request in writing to:

**CHRISTOPHER STEVEN (DIRECTOR)**

**GEOFF STEVEN & SONS LTD -T/A STEEL & VARLEY OPTOMETRISTS**

**209-211 WHITLEY ROAD**

**WHITLEY BAY**

**NE26 2SY**

We will respond to your request within 1 calendar month. If you require independent advice, please contact the **INFORMATION COMMISSIONER’S OFFICE at** [www.ico.gov.uk](http://www.ico.gov.uk)

We adhere to the guidelines of the College of Optometrists and the Data Protection Act and will not pass any of your personal information to a third party without your consent unless there is clear public interest of duty to do so. You will need to provide us with your consent – either verbally or in writing, if you wish us to pass your information to another Optometrist.

If you are an NHS patient, we are obliged to provide the portion of your record that relates to NHS services to authorised persons within the NHS (who are in turn subject to a duty of confidentiality) if they request it. This is usually to confirm we have provided the NHS services that we have been paid for, and to improve quality of care. It is also possible that the NHS may contact you to ask if you have received the services (such as sight tests or spectacles) as part of this monitoring.

Within the practice we may use information to analyse trends, or to audit our performance. This enables us to monitor and improve the quality of care that we offer to you. Wherever possible, i.e. if we do not need to know who an individual patient is, we will only analyse trends from anonymised information.

If you require any further information, please contact the practice.

Updated May 2024