

# Frequently Asked Questions by Patients – Data Protection, Security and Data Sharing.

## How does eConsult ensure that my data is processed lawfully?

The EU GDPR is an EU Regulation and, as such, no longer directly applies to the UK. However, the UK has adopted its own version of GDPR, known as the UK GDPR, which sits alongside the Data Protection Act 2018 (DPA 2018). eConsult operates inside the UK and needs to comply with both the UK GDPR and the DPA 2018. When we process any personal data, we will do so according to the data processing principles defined in the UK GDPR and DPA 2018.

## Does eConsult share my data?

When you use eConsult your data is encrypted during the session, in transfer and when stored at rest. Only your GP can see the data that identifies you (i.e. your personal data).

eConsult is only a data processor for patient data, not a Controller. eConsult can't actually see your data as it remains encrypted whilst it is processed. They also can't make any decisions about what to do with your data themselves as it would not be lawful because the GP is the controller of your data, not eConsult.

You can view our standard privacy notice [here](#)- which details what data is stored and for what purposes.

## How long is my data kept for?

There are various legal and medical requirements about retention periods for patient data. Standard NHS data retention policy is for GP records to be kept for at least ten years after death and eConsult conforms to these standards as agreed in the data processing agreement with the Controller (the GP).

**However, this is only for the purpose of your direct care, not to share your data with third parties for any reason whatsoever.**

## What about my NHS Login?

If you have signed up for an NHS login account and you no longer want the account the best solution will be to contact the NHS on the link below;

<https://access.login.nhs.uk/privacy#your-rights>

## How is my data used for research and planning?

The National Data Opt-Out (NDOO) is a service that allows patients to opt out of their confidential patient information used for research and planning. Patients can find out how data from their health records can help with research and planning and choose if they would like to share their data [here](#).