



## Data Protection and the use of Docmail

### ORCHARD SURGERY

Commercial Road  
East Dereham  
Norfolk  
NR19 1AE

Appointments: 01362 692916  
Enquiries: 01362 693029

[www.orchardsurgerydereham.co.uk](http://www.orchardsurgerydereham.co.uk)



[www.orchardsurgerydereham.co.uk](http://www.orchardsurgerydereham.co.uk)

## Docmail Policy

Orchard Surgery uses a data processing company called Docmail to handle some mailings to patients regarding possible research studies.

This is permissible under the guidance from both the Information Commissioner's Office (ICO) and the Department of Health (DoH) subject to the provisions of the Data Protection Act.

Orchard Surgery works with Docmail to ensure that our patients' personal data is protected at all times.

### What is Docmail?

Docmail is provided by CFH Total Document Management Ltd which is a secure print and mailing company. Docmail provide print and mailing services for the NHS, Local Government, Banks etc. throughout the UK.

## How does it work?

The system can be found online at <http://www.docmail.co.uk/> and requires a secure user name and password for us to log on.

This system allows us to upload a letter template and mailing data for the patients we want to write to via a secure web portal.

The data file provided to Docmail will only contain enough data to enable them to fulfill the contract. This means it will include name and address details. We will of course exercise the same discretion in writing the letters as we would if we were printing and posting them at the surgery.

The letters will be delivered to your address by Royal Mail in the normal way.

Docmail delete any personal data 28 days after mailing.

## The Data Protection Act 1998

Orchard Surgery and Docmail are both fully compliant with the Data Protection Act.

The ICO issued guidance in February 2012 for organization's that outsource some of its data processing to a third party. The Data Protection act allows outsourcing to take place but stipulates certain conditions that must be met for it to be compliant

An organisation that processes personal data is required to handle personal data in accordance with the data protection principles.

A data controller may choose to use another organisation to process personal data on its behalf – a data processor.

The data controller remains responsible for ensuring its processing complies with the DPA, whether it processes in-house or engages a data processor.

Where a data processor is used the data controller must ensure that suitable security arrangements are in place in order to comply with the seventh data protection principle.

Orchard Surgery has strictly adhered to this guidance in setting up the partnership with Docmail.

Full details are available on the ICO Website:

<https://ico.org.uk/>