

# Privacy Notice – Anima Total Triage System

## How your information is used

At **The Robert Street Practice**, we use the **Anima Total Triage system** to help manage patient requests and provide care safely and efficiently.

### Is Anima safe and secure?

Yes. Anima has been approved by **NHS Digital** and meets strict national standards for safety and security. The NHS carries out a thorough assurance process to ensure systems like Anima protect your information.

### What information do we collect?

We only collect the information that is necessary to provide you with safe and appropriate care.

This may include:

- Details about your symptoms or health concerns
- Contact information
- Relevant medical history (if needed)

### How is your information used?

Your information is used by your GP practice to:

- Assess your request
- Decide the most appropriate care
- Respond to you safely and efficiently

Your data is **only used for your direct care**.

### Who can see your information?

- Your GP practice team
- Relevant healthcare professionals involved in your care

Your information is **not shared with other organisations unless it is necessary for your care or required by law**.

### How is your information protected?

Your data is:

- Stored securely
- Transmitted using secure systems
- Protected in line with NHS and UK data protection

## Your rights

You have the right to:

- Access your personal information
  - Request corrections if your information is inaccurate
  - Ask how your data is being used
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## Contact Us

If you have any questions about how your data is used, please contact:

**The Robert Street Practice**

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