Personal Health Record – DrDoctor Patient Engagement Portal

Who we are

Sirona (Sirona care & health C.I.C) is a Data Controller and is registered with the Information Commissioner's Office (ICO), registration number is Z2861455. Our registered office is Sirona care & health, Badminton Rd Office, 2nd Floor, Badminton Rd, Yate, BS37 5AF.

Established in October 2011, Sirona care & health Community Interest Company are the sole provider of NHS and local authority funded adult and children's community healthcare services across Bristol, North Somerset and South Gloucestershire (BNSSG). Sirona is a not-for-profit social enterprise committed to serving its communities and funded by the NHS and local authorities.

Sirona care & health Privacy Notice: Policies - Sirona care & health

This supplementary notice provides additional, service-specific information about the DrDoctor Patient Engagement Portal and should be read alongside the main Sirona care & health Privacy Notice, which explains individuals' rights and how to exercise them.

About DrDoctor Patient Engagement Portal

In line with the Department of Health and Social Care policy, "A plan for digital health and social care", Sirona care & health is providing access to appointment information and hospital correspondence.

Sirona care & health CIC has contracted DrDoctor to provide an Engagement Portal for our patients.

The digital portal supports the following functions:

- SMS and email appointment reminders and confirmations.
- The ability to view digital letters and their attachments within a patient portal.
- Patient portal which allows patients to book, view and reschedule their appointments online and add appointment information to their own calendars, obtain clinic level information and important treatment documentation Managing your appointments - Sirona care & health
- Allows patients to complete digital assessments and respond to questionnaires.
- Allows staff to hold video consultations with patients remotely without the need for patients to come to the organisation
- Link in with Sirona's Electronic Patient Record (EMIS).
- Waiting List management

Patient data has been made available to DrDoctor through a secure integration with Sirona's Electronic Patient Record System (EMIS), Patients are automatically opted in, so will get messages and digital letters, when appointments are booked. Access more information on your patient portal.

Patients may opt out of their data being made available to DrDoctor through their patient portal or contacting the service they are being treated by. This will remove your data from the DrDoctor platform and exclude any further data transfer. You may follow the same process if you wish to opt back in.

Find out more about DrDoctor

What information is collected about you?

To provide the DrDoctor Patient Engagement Portal, Sirona Care & Health CIC shares relevant information with DrDoctor through a secure integration with EMIS and, where required, through secure patient data uploads for specific healthcare administration and clinical purposes.

This may include:

- Personal details including name, address, date of birth, next of kin, telephone numbers, email addresses etc.

- Sensitive personal information including appointment details, clinical information, images and responses to questionnaires.

Who we share your information with?

Sirona Care & Health CIC is the Data Controller. DrDoctor acts as a Data Processor on behalf of Sirona Care & Health CIC.

Approved sub-processors used by DrDoctor to deliver specific services, such as SMS messaging, query resolution, video and email communications and secure system hosting.

All sub-processors are contractually required to protect your information and only process it in line with Sirona's instructions. A list of all DrDoctor sub-processors can be found here.

Personal data is stored and processed within the UK, or in countries with appropriate data protection safeguards in place.

Lawful basis for processing personal data

Article 6(1)(e) – processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

Article 9(2)(h) – processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services

Retention of records

Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for the specific purposes. All NHS records are kept in line with the NHS Records Management Code of Practice 2021 and the Retention Schedule.

Data held within the DrDoctor platform is retained only for as long as required to deliver the service and is securely deleted when no longer needed or when a patient opts out.

Contact information and further advice

If you would like to know more about how we use your information, require information in any accessible format or language or if (for any reason) you do not wish to have your information used in any of the ways described, please contact:

Data Protection Officer
Sirona care & health
Badminton Rd Office
2nd Floor
Badminton Road
Yate
BS37 5AF
Email: Sirona.dataprotection@nhs.net

How can you make a complaint?

You have the right to make a complaint if you feel unhappy about how we hold, use or share your information. Depending on the nature of your complaint, we would recommend contacting your line manager in the first instance (if you are a current member of staff or a bank worker).

You could also contact our Data Protection Officer (contact details above) to talk through any concerns that you have.

This privacy notice was last updated in October 2026