

PRIVACY NOTICE

(Why we collect your personal data and what we do with it)

When you supply your personal details to this clinic they are stored and processed for 4 reasons :

1. We need to collect personal information about you and your health in order to provide you with the best possible treatment. You are requesting treatment and our agreement to provide that care constitutes a **contract**. You can, of course, refuse to provide the information, but then we would not be able to provide the treatment. The information collected includes your name, address, date of birth, contact numbers, email, medical history, case information and treatment provided.
2. We have a “**Legitimate Interest**” in collecting that information, because without it we cannot do our job effectively and safely.
3. It is also important that we can contact you via phone, text or email in order to confirm your appointments with us or to update you on matters related to your medical care. This again constitutes “**Legitimate Interest**”, but this time it is your legitimate interest.
4. Provided we have your **consent**, we may occasionally send you general health information in the form of articles, advice or newsletters. You may withdraw this consent at any time – just let us know by any convenient method.

We have a **legal obligation** to retain your records for 8 years after your most recent appointment (or age 25, if this is longer), therefore only after that you may ask us to delete your records if you wish. Otherwise, we will retain your records indefinitely in order that we can provide you with the best possible care should you need to see us at some future date. All records are governed by patient confidentiality.

Your records are stored on paper, in locked filing cabinets, and the offices are always locked out of working hours.

Requested receipts and medical/insurance letters are stored on our office computer. These are password-protected and the office is locked out of working hours.

We will never share your data with anyone who does not need access to it without your written consent. Only the following people/agencies will have routine access to your data:

- The medical records service who store and process our files
- Your practitioner(s) in order that they can provide you with treatment
- Our reception staff, because they organise our practitioners’ diaries, and coordinate appointments and reminders (but they do not have access to your medical history or sensitive personal information)
- Other administrative staff, such as our bookkeeper. Again, administrative staff will not have access to your medical notes, just your essential contact details. • We also use Setmore to coordinate our messages, so your name and email address may be saved on their server.

From time to time, we may have to employ consultants to perform tasks which might give them access to your personal data (but not your medical notes). We will ensure that they are fully aware that they must treat that information as confidential, and we will ensure that they sign a non-disclosure agreement.

You have the right to see what personal data of yours we hold, and you can also ask us to correct any factual errors. Provided the legal minimum period has elapsed, you can also ask us to erase your records.

We want you to be absolutely confident that we are treating your personal data responsibly, and that we are doing everything we can to make sure that the only people who can access that data have a genuine need to do so.

Of course, if you feel that we are mishandling your personal data in some way, you have the right to complain. Complaints need to be sent to what is referred to in the jargon as the “**Data Controller**”. Here are the details you need for that:

Philippa Horton at Head to Toe Health
Unit 5, Cassin Drive
Cheltenham
GL51 7SU

philippa_horton@hotmail.co.uk

01242 260697 / 07891458112

If you are not satisfied with our response, then you have the right to raise the matter with the Information Commissioner’s Office.