

# **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 four reasons, (the bits in bold are the relevant terms used in the General Data Protection Regulation, GDPR – i.e. the law):

1. We need to collect personal information about your health in order to provide you with the best possible treatment. Your requesting treatment and our agreement to provide that care constitutes to a contract. You can, of course, refuse to provide the information, but if you were to do that we would not be able to provide treatment.
2. We have a legitimate interest in collecting that information, because without it we couldn't do our job effectively and safely.
3. We also think that it is important that we can contact you 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 very 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 eight years after your most recent appointment (or the age of twenty-five for children) but after this period they will be deleted.

Your records are stored on paper, in locked filing cabinets, and the office is always locked out of office hours. Personal contact details are stored on computer which is password protected, regularly backed up and the office is locked out of working hours.

We will never share your data with anyone who does not need access without your written consent.

Only the following people will have access to your data:

- Your practitioner(s), in order that they can provide you with treatment. Our reception staff, because they organize our practitioners' diaries and coordinated appointments and reminders (but do not have access to medical history or sensitive personal information)
- Again, administrative staff will not have access to your medical notes, just essential contact details, we may use Mailchimp 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 IT consultants to perform tasks which might give them access to your personal data (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 of eight years has passed 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 Rayne**

[clinic@bamptonclinic.co.uk](mailto:clinic@bamptonclinic.co.uk)

01993 851359

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