

SUDBURY & HADLEIGH OSTEOPATHS 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 your health in order to provide you with the best possible treatment. Your requesting treatment and our agreement to provide that care constitutes 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 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 will retain your records for 10 years after your most recent appointment (or up to the age of 25 years for a child, if this is longer), but after this period we will destroy your records.

Your records are stored on paper, in locked filing cabinets, and the offices are always locked and alarmed out of working hours. We also hold some records electronically. Access to this data is password protected on our office computers. and the office(s) are locked and alarmed 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/agencies will have routine access to your data:

- a. Your practitioner(s) or specialists in order that they can provide you with treatment;*
- b. 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);*
- c. Administrative staff, such as our bookkeeper. Again, administrative staff will not have access to your medical notes, just your essential contact details.*

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:*

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