



PRIVACY NOTICE

COMPLIANCE WITH EU GENERAL DATA PROTECTION REGULATION (GDPR) LEGISLATION

(AS OF 25TH MAY 2018)

The GDPR legislation applies to the whole of the EU and is far more extensive than its predecessor the Data Protection Act. Together with the Privacy and Electronic Communications Regulations (PECR), they seek to protect and enhance the rights of EU data subjects. These rights cover the safeguarding of personal data, protection against the unlawful processing of personal data and the unrestricted movement of personal data within the EU and its storage within the EEA.

This Privacy Notice document details how our Practice collects, stores and uses our patient's personal data, including their rights under GDPR and how they can correct, request access or have their records erased. Personal data is defined as information concerning any living person (a natural person who hereafter will be called the Data Subject) that is not already in the public domain.

1) The Practice

Charlotte Hunt Osteopaths is based at **The Therapy & Life Centre, 218 Brighton Road, Coulsdon, CR5 2NF** which hereafter for the purposes of this Privacy Notice will be referred to as CHO, is pleased to provide the following information:

2) Who We Are

CHO diagnose and treat musculoskeletal conditions. Treatments are carried out in accordance with the Institute of Osteopathy's patient charter - <http://www.iosteopathy.org/osteopathy/the-patient-charter/>

3) Personal Data

a) For the purposes of administering treatment, CHO may require detailed medical information. We will only collect what is relevant and necessary for your treatment. When you visit our practice, we will make notes (your patient record) which may include details concerning your medication, treatment and other issues affecting your health. This data is always held securely electronically on an online client management system called Practice Pal which is password protected. This data is not shared with anyone not involved in your treatment, although for data storage purposes your contact details only may be handled by pre-vetted staff from Best Reception (our remote reception service) who have all signed an integrity and confidentiality agreement. To be able to process your personal data it is a condition of any treatment that you give your explicit consent to allow CHO to document and process your personal medical data. Contact details provided by you such as telephone numbers, email addresses, postal addresses may be used to remind you of future appointments and provide reports or other information concerning your treatment.

b) For marketing purposes, CHO may also use the contact details provided by you to respond to your enquiries, including making telephone contact and emailing information to you which the practice believes may be of interest to you.

c) In making initial contact with the practice you consent to CHO maintaining a marketing dialogue with you until you either opt out (which you can do at any time) or we decide to desist in promoting our services. CHO may occasionally also act on behalf of its patients in the capacity of data processor, when we may promote other practitioners based at the same premises at the Therapy & Life Centre, who may not be employed by us. CHO do not broker your data and you can ask to be removed from our marketing database by emailing or phoning the practice using the contact details provided at the end of this Privacy Notice.

d) Some basic personal data may be collected about you from the marketing forms and surveys you complete, from records of our correspondence and phone calls and details of your visits to our website, including but not limited to, personally identifying information like Internet Protocol (IP) addresses.

e) The CHO website uses cookies, which is a string of information that a website stores on a visitor's computer, and that the visitor's browser provides to the website each time the visitor returns. WordPress.org uses cookies to help CHO to identify and track visitors and their website access preferences. CHO website visitors who do not wish to have cookies placed on their computers should set their browsers to refuse cookies before using our website.

f) Osteopaths will only collect the information needed so that we can provide you with the services you require, the business does not sell or broker your data.

4) Data Controller

As Principal of CHO, Charlotte Hunt (as Data Controller) will be responsible for managing GDPR including data subject access requests, liaising with patients and the ICO and for taking responsibility of managing data protection.

5) Security

CHO has organisational measures to ensure patient record confidentiality, integrity and availability. Any original paper records are held in a secure cabinet with the keys held offsite and all electronic records are accessed via the Practice Pal online management system which is password protected.

6) Legal basis for processing any personal data

To meet our contractual obligations obtained from explicit Patient Consent and legitimate interest to respond to enquiries concerning the services provided.

CHO is registered with the ICO as we collect personal information and medical records from our patients. More information can be found at <https://ico.org.uk/for-organisations/register/>

7) Legitimate interests pursued by CHO

To promote treatments for patients with all types of health problems indicated for osteopathic care.

8) Consent

Through agreeing to this privacy notice you are consenting to CHO processing your personal data for the purposes outlined. You can withdraw consent at any time by using the postal, email address or telephone number provided at the end of this Privacy Notice.

9) Disclosure

CHO will keep your personal information safe and secure, only the osteopaths working at CHO who are engaged in providing your treatment will have access to your patient records, although Best Reception will have access to your contact details so that they can make appointments and manage your account. CHO will not disclose your Personal Information

unless compelled to, in order to meet legal obligations, regulations or valid governmental requests. The practice may also enforce its Terms and Conditions, including investigating potential violations of its Terms and Conditions to detect, prevent or mitigate fraud or security or technical issues; or to protect against imminent harm to the rights, property or safety of its staff.

10) Retention Policy

CHO will process personal data during the duration of any treatment and will continue to store only the personal data needed for eight years after the contract has expired to meet any legal obligations. After eight years all personal data will be deleted, unless basic information needs to be retained by us to meet our future obligations to you, such as erasure details. Records concerning minors who have received treatment will be retained until the child has reached the age of 25.

11) Data Storage

All Data is held in the United Kingdom. CHO does not store personal data outside the EEA.

12) Your rights as a Data Subject

At any point whilst CHO are in possession of, or processing your personal data, all data subjects have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply you have a right to restrict the processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling – you also have the right not to be subject to the legal effects of automated processing or profiling.

In the event that CHO refuses your request under rights of access, we will provide you with a reason as to why, which you have the right to legally challenge. At your request CHO can confirm what information it holds about you and how it is processed.

13) You can request the following information:

- Identity and the contact details of the person or organisation (CHO) that has determined how and why to process your data.
- Contact details of the data protection officer, where applicable.
- The purpose of the processing as well as the legal basis for processing.
- If the processing is based on the legitimate interests of CHO and information about these interests.
- The categories of personal data collected, stored and processed.
- Recipient(s) or categories of recipients that the data is/will be disclosed to.
- How long the data will be stored.
- Details of your rights to correct, erasure, restrict or object to such processing.
- Information about your right to withdraw consent at any time.
- How to lodge a complaint with the supervisory authority (ICO).

- Whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether you are obliged to provide the personal data and the possible consequences of failing to provide such data.
- The source of personal data if it wasn't collected directly from you.
- Any details and information of automated decision making, such as profiling, and any meaningful information about the logic involved, as well as the significance and expected consequences of such processing.

14) To access what personal data is held, identification will be required

CHO will accept the following forms of identification (ID) when information on your personal data is requested: a copy of your driving licence, passport, birth certificate and a utility bill not older than three months. A minimum of one piece of photographic ID listed above and a supporting document is required. If CHO is dissatisfied with the quality, further information may be sought before personal data can be released. All requests should be made to charlotte@charlottehuntosteopath.co.uk or writing to us at the address further below.

15) Complaints

In the event that you wish to make a complaint about how your personal data is being processed by CHO you have the right to complain to us. If you do not get a response within 30 days, you can complain to the ICO.

The details for each of these contacts are:

Charlotte Hunt – Data Protection Controller, Charlotte Hunt Osteopaths, Based at The Therapy & Life Centre, 218 Brighton Road, Coulsdon CR5 2NF

Telephone 07957 563472 or charlotte@charlottehuntosteopath.co.uk

ICO

Wycliffe House, Water Lane, Wilmslow, SK9 5AF Telephone +44 (0) 303 123 1113 or email: <https://ico.org.uk/global/contact-us/email/>