



## Privacy Policy:

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

### Who We Are

We are the **Woodland Chiropractic Clinic** of 38 High Street, Borough Green, TN15 8BJ, telephone number 01732 887177, email address [info@woodlandchiropractic.co.uk](mailto:info@woodlandchiropractic.co.uk). For the purposes of processing your personal data, we are the **controller**.

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.**

### Data Protection Officer

As we record and use sensitive health data we take the protection of this data very seriously. We have therefore appointed a Data Protection Officer, James Woodland, which is your first point of contact for any matters regarding your personal data we process. They can be contacted on 01732 887177, their email address is [james@woodlandchiropractic.co.uk](mailto:james@woodlandchiropractic.co.uk) and their postal address is 38 High Street, Borough Green, TN15 8BJ

### The Personal Data We Process and What We Do with It

We record and use the following categories of personal data: name, address, telephone numbers, email address, date of birth, health information including medical history, diagnosis and treatment data. Our lawful basis of processing this data is one of contract and, for the health information, the provision of health-related services as a chiropractic clinic. In addition, we will only examine or treat you with your explicit consent.

### Retaining Your Personal Data

We have a **legal obligation** to retain your records for 8 years after your most recent appointment (or age 25, if this is longer), but after this period you can 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.

### Your Records are Stored

1. On paper, in locked filing cabinets, and the offices are always locked and alarmed out of working hours.
2. Electronically (“in the cloud”), using a specialist medical records service. This provider has given us their assurances that they are fully compliant with the General Data Protection Regulations. Access to this data is password protected, and the passwords are changed regularly.
3. On our office computers. These are password-protected, backed up regularly, 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:

- 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 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 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.

### Your Rights

As we process your personal data, you have certain rights. These are a **right of access, a right of rectification, a right of erasure and a right to restrict processing.**

You may request a copy of your data at any time. Please make such a request in writing or by email to the Data Protection Officer, whose details are shown above. Please provide the following information: your name, address, telephone number, email address and details of the information you require. We will need to verify your identity, so we may ask for a copy of your passport, driving license and/or recent utility bill.

If you believe any of the personal data we hold on you is inaccurate or incomplete, please contact the clinic directly and any necessary corrections to your data will be made promptly.

If you believe we should erase your data, please contact the Data Protection Officer, whose details are shown above.

If you wish us to stop storing or using your data, please contact the Data Protection Officer, whose details are shown above.

### Data Breaches

Should your personal data that we control be lost, stolen or otherwise breached, where this constitutes a high risk to your rights and freedoms, we will contact you without delay. We will give you the contact details of the Data Protection Officer who is dealing with the breach, explain to you the nature of the breach and the steps we are taking to deal with it.

### Should You Wish to Complain

You can contact the ICO via their website: [www.ico.org.uk](http://www.ico.org.uk) should you wish to make a complaint about the way we are processing your personal data.

### Automated Decision Making and Profiling

We do not use any system which uses automated decision making or profiling in respect of your personal data.

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.