

Privacy policy

(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 parts in bold are the relevant terms used in the Data Protection Act 2018, which includes the General Data Protection Regulations-i.e. the law):

1. We need to collect personal information about 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, choose to refuse to provide the information, but if you were to do that then we would be inhibited from providing the best possible treatment appropriate to your needs.
2. We have a '**Legitimate Interest**' in collecting that information because without it we wouldn't be able to do our job effectively and safely.
3. We also think that it is important that we contact you in order to confirm your appointments with us or to update you on matters related to your healthcare and well-being. This again constitutes '**Legitimate Interest**' but this time it is your legitimate interest.
4. Provided we have your **consent**, we may occasionally send your 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 a minimum of eight years after your most recent appointment (or aged 25, if this is longer) but after this period, you can ask us to delete your records if you so 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 point in the future.

Your records are stored

- on paper, in locked filing cabinets in the offices are always locked and alarmed out of working hours.
- Electronically ("in the cloud") using a specialist medical record 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.

- On our office computers. These are password protected, backed up regularly, and the offices 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 record service who store and process files
- the clinic where you have your treatment
- your practitioner(s) in order that they can provide you with treatment
- our administrative staff such as receptionists, bookkeeper etc in order to coordinate appointments and reminders and process records (but they do not have access to your medical history or sensitive personal information)
- we also use MailChimp and Gmail 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 nondisclosure agreement.

You have the right to see what personal data 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 delete your records, however please be aware that we will legally need to retain some sort of marker to show that your records have been deleted upon your request.

We want you to be absolute 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 the person named as the data controller. Here are the details you need:

Mrs Hamina Patel
restoremeclinic@gmail.com
07717 574237
136 Charlton Rd, Harrow, Middlesex. HA3 9HL

Alternatively you may contact the senior practitioner at the clinic where you received any treatment and if you are not satisfied with either of our responses then you have the right to raise the matter with the Information Commissioner's Office.