

## PRIVACY NOTICE

When you supply your personal details to this clinic they are stored and processed for 4 reasons (sections in bold are the relevant terms used in the General Data Protection Regulation (GDPR) – ie 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 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 have a **legal obligation** to retain your records for 8 years after your most recent appointment (or age 25, if this is longer). After 8 years your records will be securely disposed of unless there is a specific reason not to do so.

Your records are stored

- On paper, in lockable filing cabinets, and the offices are always locked out of working hours.
- Electronically in the cloud using a specialist practice management service. Cliniko has given us their assurances that they are fully compliant with the GDPR. Access to this is password protected.
- On our office computers. These are password protected, backed up regularly 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/agencies will have routine access to your data and currently this is only your contact data, not your medical records.

- Your practitioner in order that they can provide you with treatment
- Cliniko practice management service
- Dropbox (back up files)
- Mailchimp (if you have opted in to receive marketing emails)

From time to time, we may have to employ consultants to perform tasks which might give them access to your personal contact 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 the “**Data Controller**”. Here are the details you need for that:

Jacolin Sheaf  
info@quendonosteopathy.co.uk  
01799 543444

4a Red Cottages, Cambridge Road, Quendon, Saffron Walden, CB11 3XH

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