

Privacy Notice

The Chiropractic & Complementary Medical Centre is aware of its obligations under the General Data Protection Regulation (GDPR) and is committed to protecting the privacy and security of your personal information. This privacy notice describes, in line with GDPR, how we collect and use personal data about you during and after your time as a patient of this clinic. It also sets out how we use that information, how long we keep it for and other relevant information about your data.

Data controller details

The Clinic is a data controller, meaning that it determines the processes to be used when using your personal data. Our contact details are as follows: Chiropractic & Complementary Medical Centre. 61 West End Road, Southampton, SO18 6TE. Tel: 023 8043 7074.

Data protection principles

In relation to your personal data, we will comply with data protection law. This says that the personal information we hold about you must be:

- processed fairly, lawfully and in a clear, transparent way.
- collected only for valid reasons that we find proper for the course of your time as a patient and not used in any way that is incompatible with those purposes.
- only used in the way that we have told you about.
- accurate and up to date.
- kept only as long as is necessary for the purposes we outline.
- process it in a way that ensures it will not be used for anything that you are not aware of or have consented to (as appropriate), lost or destroyed .
- kept securely.

Types of information we hold about you

Personal data or information means any information about an individual from which that person can be identified. It does not include data where the identity has been removed.

We hold many types of data about you, including:

- your personal details including your name, address, date of birth, email address, phone numbers.
- gender.
- marital status.
- personal medical or health information, including past medical history.
- information concerning examination and treatment at your first and subsequent visits.
- letters of referral to or from the clinic regarding your treatment with us.

Special categories of data

There are "special categories" of more sensitive personal data which require a higher level of protection, such as information about a person's health or sexual orientation.

- Health

We will use your special category data:

- to ensure the care you receive at the clinic is appropriate to your condition.
- to determine reasonable adjustments that should be made for access to the clinic or to treatment.

We must process special categories of data in accordance with more stringent guidelines. We will process special categories of data when the following applies:

- you have given explicit consent to the processing (on our consent form).
- we must process the data in order to carry out our legal obligations.
- we must process data for reasons of substantial public interest.

Less commonly, we may process this type of information where it is needed in relation to legal claims or where it is needed to protect your interests (or someone else's interests) and you are not capable of giving your consent, or where you have already made the information public.

As with all cases of seeking consent from you, you will have full control over your decision to give or withhold consent and there will be no consequences where consent is withheld.

Consent, once given, may be withdrawn at any time. There will be no consequences where consent is withdrawn.

How we collect and keep your data

We collect data about you in a variety of ways and this will usually start when you make an enquiry to the clinic and continue when you attend your first and subsequent appointments. At this clinic, we keep paper and electronic records. Information we write down on paper may be transferred to our electronic system. We may receive information about you from your GP or other health care provider regarding your referral or, with your permission, additional information that will help us continue with your treatment. We may also hold the results of tests that you have undertaken and that are relevant to your treatment with the clinic.

Personal data is kept at the clinic electronically. We destroy all paper documents such as “Confidential Patient Records” after scanning them, and then the scanned digital files are store in an encrypted data drive on our computer, and this is also backed up to an encrypted internal hard disk. Only our staff have access to any data. In addition, your data is restored in Practice Pal’s Database Server who provides us with Clinic Management On-line Service. They have obligations under the General Data Protection Regulation (GDPR). The contact details are Tel: 01227 250 093, Email: support@practicepal.co.uk.

Why we process your data (How we will use information about you)

The law on data protection allows us to process your data for certain reasons only, these are classified as legitimate interests. Most commonly, we will use your personal information in the following circumstances:

- in order for us to carry out our contract with you (your requesting treatment and our agreement to provide it constitutes a contract) which will include confirming appointments, informing you of changes to appointments or clinic arrangements, changes to facilities or services at the clinic.
- in order to provide you with the best possible treatment by recording health and treatment information which would be in your best interest.

- in order to carry out legally required duties such as those required by me by my government appointed regulator.
- where it is necessary for our legitimate interests and your interests and fundamental rights do not override those interests.

We may use your personal information in these rare situations:

- where we need to protect your or someone else's interests.
- where it is needed in the public interest or for official purposes.

Situations in which we will use your personal information

We need all the categories of information to primarily allow us to perform our contract of treatment with you and to enable us to comply with legal obligations.

Sharing your data

Your data will be shared with colleagues within the Clinic but only where it is necessary for them to undertake their duties. This includes, for example, other chiropractors working for, at or on behalf of the clinic, reception staff and other healthcare practitioners based at the clinic, other administrative staff. Your medical notes are only available to the healthcare practitioners.

We may share your data with third parties in order to facilitate a referral to another healthcare practitioner, investigation or to keep your GP informed about your progress with treatment. We may also share your data with third parties as part of a Clinic sale or restructure, or for other reasons to comply with a legal obligation upon us.

We would always keep you informed of these situations.

Transferring information outside the EU

We do not share your data with bodies outside of the European Economic Area.

Data Security - Protecting your data

We have put in place measures to protect the security of your information against accidental loss or disclosure, alteration, unauthorised access, destruction or abuse. We have implemented processes to guard against such. In addition, we limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality.

Your data will be handled by our security method such as data encryption, firewalls, up to date security software, data backups, password security protocols, locked filing cabinets for paper files, secure storage room for paper files.

Where we share your data with third parties, we provide written instructions to them to ensure that your data are held securely and in line with GDPR requirements. Third parties must implement appropriate technical and organisational measures to ensure the security of your data.

How long we keep your data for

In line with data protection principles, we only keep your data for as long as we need it for, which will be at least for the duration of your being a patient with us and we are legally required, by the Chiropractic regulator, to keep this data for eight years after your time as a patient has ended. To determine the any appropriate retention period for personal data beyond eight years we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means and the applicable legal requirements.

Once we no longer have a lawful use for retaining your information, we will dispose of it in a secure manner than maintains data security. In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you.

Your rights in relation to your data

The law on data protection gives you certain rights in relation to the data we hold on you.

- the right of access. You have the right to access the data that we hold on you. To do so, you should make a subject access request. Find out how to do this from
- the right for any inaccuracies to be corrected. If any data that we hold about you is incomplete or inaccurate, you can require us to correct it.
- the right to be informed. This means that we must tell you how we use your data, and this is the purpose of this privacy notice. We also must inform you of any changes to how we use your data.
- the right to have information deleted. If you would like us to stop processing your data, you have the right to ask us to delete it from our systems where you believe there is no reason for us to continue processing it. However, in some cases, we may continue to use the data where so permitted by having a legitimate legal reason for doing so.
- the right to restrict the processing of the data. For example, if you believe the data we hold is incorrect, we will stop processing the data (whilst still holding it) until we have ensured that the data is correct.
- the right to portability. You may request transfer the data that we hold on you for your own purposes.

If you want to access your data, review, verify or correct your data, request we erase your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact GDPR@chiropracticandcmc.com or call us on 023 8043 7074. We will send a form you need to fill. This is a security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

Making a complaint

If you have any questions about this Privacy Notice or how we handle your information, please contact GDPR@chiropracticandcmc.com.

You have the right to make a complaint at any time to the supervisory authority in the UK for data protection matters, the Information Commissioner's Office (ICO).