



## Privacy Notice

In accordance with UK General Data Protection Regulation (GDPR) May 2018 and the Data Protection Act 2018.

When you supply your personal details to this clinic they are stored and processed in accordance with GDPR and Data Protection Act for three reasons:

1. Your requesting treatment and our agreement to provide that care constitutes a contract. *(Article 6 of the GDPR; lawful bases (b) Contract.)*
2. We therefore need to collect your contact details, personal information about you and your health in order to provide you with the best possible treatment. You can, of course, refuse to provide the information, but if you were to do that, we would not be able to provide treatment. Without complete and accurate information, we couldn't do our job effectively and safely. *(Article 6 of the GDPR; lawful bases (f) Legitimate interests.)*
3. It is important that we can contact you in order to confirm your appointments, notify you of any changes to your appointments, or to update you or provide information on matters related to your medical care. *(Article 6 of the GDPR; lawful bases (f) Legitimate interests.)*

We have a legal obligation under the General Chiropractic Council (GCC) to retain your records for 8 years after your most recent appointment. This requirement of the GCC overrides the GDPR right to erasure.

The following people/agencies will have access to your data, or may be provided with some of your data, and work in accordance with the GDPR/Data Protection rules and regulations:

- Your practitioner(s) in order that they can provide you with treatment and complete clinical notes.
- Our reception staff, because they organise our practitioners' diaries, and coordinate appointments and reminders.
- Your GP, other medical professional, or X-ray, Ultrasound or MRI clinic staff if you have been referred to one of these - this will be done in discussion with you and with your consent. They will only receive the key information required for these purposes.
- Administrative staff at Cliniko, the appointment management system we use; they are fully GDPR compliant & only have access to very basic information.

Your information is stored securely by:

- Online via an outsourced appointment management system, Cliniko.
- Password protected computer system.

We will never share your data without your consent with anyone who does not need access. We do from time to time send out marketing material and would never share your data with any third parties for this purpose. You will be automatically opted in to receiving marketing material from us upon booking your first appointment. You can, however, remove your consent to receive any marketing material, by contacting the details below, stating "OPT OUT".

We regularly review and, where necessary, update our privacy information. If we plan to use personal data for a new purpose, we will update our privacy information and communicate the changes to individuals before starting any new processing.

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 (8 years), you can also ask us to erase your records.

You also have the right to request a copy of your information, notes, personal data, and scans at any time, up to eight years after your most recent appointment.

You have the right to raise any concerns, or to complain about the handling of your data. To do this please contact the Data Controller:

Rebecca Stevenson  
Unit 7 The Mall  
Market Street  
Clay Cross  
Chesterfield  
S45 9JE

tbhc7@outlook.com  
01246 860 317

You can also complain to the ICO if you are unhappy with how we have used your data. The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

ICO website: <https://www.ico.org.uk>  
Helpline number: 0303 123 1113