



## **Privacy Notice for Patients – Children & Adults**

This notice tells you why Cotswold Chiropractic and Massage Clinic collects information about you and/or your child and how this information may be used.

### **1. Collecting Your Details**

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 email, [info@ccmclinic.uk](mailto:info@ccmclinic.uk) or phone, 01453 886910.

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.

### **2. How We Use Your Personal Information**

The health care professionals, who provide your care, maintain records about your health and any treatment or care you have received here or previously. These records help provide you with the best possible health care. Our records are electronic and on paper and we use a combination of working practices and technology to ensure your information is kept confidential and secure. Records which this clinic holds about you may include the following information:

- Details about you, such as your address, contact details, previous medical history and previous investigations
- Any contact with the clinic has had with you, such as appointments, clinic visits, advice given over the phone or email, emergency appointments etc.
- Notes about your and/or your child's health
- Details about your and/or your child's treatment and care
- Relevant information from other health care professionals

Information may be used within the clinic for clinical audit purposes to monitor the quality of the services we provide. All of your information is held securely on our premises and using our Electronic Medical Records service.



## Cotswold Chiropractic and Massage Clinic

### 3. How Do We Maintain The Confidentiality Of Your Records

3.1 We are committed to protecting your privacy and will only use information collected lawfully in accordance with:

- General Data Protection Rules 2018
- Human Rights Act 1998
- Common Law Duty of Confidentiality
- General Chiropractic Council Code of Conduct

3.2 Every member of staff who works at the Cotswold Chiropractic and Massage Clinic has a legal obligation to keep information about you confidential.

3.3 Our EMR database is only accessible by our clinical team and support staff via password protection. The EMR service provider has given us their assurances that they are fully compliant with the General Data Protection Regulations.

3.4 Our office computers are password-protected, and backed up regularly.

### 4. Who do we share your information with?

4.1 Only the following people/agencies will have routine access to your data:

- The EMR service provider who store and process our files
- Clinic practitioner(s) in order that they can provide you with treatment
- Our support staff, because they organise our practitioners' diaries, and coordinate appointments and reminders

4.2 We only ever pass on information about you to others, if there is a genuine need for it and you have given your consent. This may be your GP, dentist or other health care professionals, a solicitor or for court proceedings.

4.3 We will not disclose any information about you to any third party without your written permission or in case of a child's information the parental consent, unless there are exceptional circumstances (i.e. life or death situations), where the law requires information to be passed on and/or in accordance with the Caldicott principles.

4.4 We also use Mailchimp to coordinate our messages, so your name and email address may be saved on their server.

4.5 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.



## Cotswold Chiropractic and Massage Clinic

### 5. Access To Your Personal Information

5.1 You have a right under the General Data Protection Rules 2018 to request access to view or obtain copies of what information Cotswold Chiropractic and Massage Clinic holds about you and to ask us to correct any factual errors. In order to request this, you need to do the following:

- Your request must be made in writing to the clinic
- You will need to give us proof of name (Photo ID) so that your identity can be verified

There is no charge for copies of your file, and we are required to respond to you within 40 days.

5.2 Provided the legal minimum period has elapsed, you can also ask us to erase your records.

### 6. Objections/Complaints

6.1 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.

6.2 Should you have any concerns about how your information is managed at the clinic, please contact the Clinic Director, Mrs Claire Smith, (the "Data Controller"), in the first instance. Mrs Smith can be contacted by email at [claire@ccmclinic.uk](mailto:claire@ccmclinic.uk), by telephone on 01453 886910 or at the following address; Cotswold Chiropractic and Massage Clinic, Unit 2 Brimscombe Port Business Park, Brimscombe, Stroud, GL5 2QQ.

6.3 If you are not satisfied with our response, then you have the right to raise the matter with the Information Commissioner's Office, ([www.ico.gov.uk](http://www.ico.gov.uk)).

### 7. Change Of Details

It is important that you tell the person treating you if any of your details such as your name or address have changed or if any of your details such as date of birth is incorrect in order for us to correct it.

### 8. Notification & Data Controller

Claire Smith is registered with the Information Commissioner's Office as the Data Controller for the Cotswold Chiropractic and Massage Clinic.