



Privacy Notice 2020

Why we collect your personal data and what we do with it

When you supply your personal details to the clinic they are stored and processed for 4 reasons.¹

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 care constitutes a CONTRACT. You can of course refuse to provide the information, but if you were to do that we would be unable 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 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 in this case 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 or unsubscribe from receiving this information at any time. Just let us know by any convenient method.

Osteopathic records

We have a LEGAL OBLIGATION to retain your records for 8 years after your most recent appointment (or age 25). We will retain your records for 10 years in order that we can provide you with the best possible care should you need to see us at some future date. If you object to this please tell us.

- Your treatment records are stored on paper in locked room, or secure place.
- Your contact details are kept electronically and encrypted on the cloud.
- We will never share your data with anyone who does not need access without your written consent sent.

¹ The words in capital letters are the relevant terms used in the Data Protection Act 2018, which includes the General Data Protection Regulation

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

- Your practitioner(s) in order that they may provide you with treatment.
- Our reception and administrative team because they organise practitioners' and students' appointment diaries, coordinate appointments and reminders. They are bound by rules of confidentiality as above.

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 may 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 the data will have a genuine need to do so.

Complaint

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 will need if you wish to make a complaint.

Brian McKenna

B.Mckenna@lcom.org.uk

0207 262 1128

If you are not satisfied with our response, then you have the right to raise the matter with the Information Commissioner's Office <https://ico.org.uk>