

WOODSTOCK CHIROPRACTIC CLINIC PRIVACY NOTICE

When you supply your personal details to this clinic they are stored and processed for 3 reasons according to the Data Protection Act 2018, which includes the General Data Protection Regulation (GDPR);

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 (by phone or email) in order to confirm your appointments with us. this again constitutes **Legitimate Interest**, but this time it is your legitimate interest.

We have a **legal obligation** to store your records for 8 years after your most recent appointment (or age 25, if this is longer), after this time they will be securely erased.

Your records are stored;

- on paper, in a locked room, and the clinic is always locked out of working hours
- electronically using a specialist clinic management system. This provider has given us their assurances that they are fully compliant with the GDPR. Access to this data is password protected.

You have the right to request access to your records at any time. Please make such a request in writing, providing your name, address, telephone number, email address and details of the information you require.

If you believe any of the personal data we hold on you is inaccurate or incomplete, please contact the clinic directly and any necessary corrections to your data will be made promptly.

We will never share your data with anyone who does not need access without your written consent.

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.

If you feel that we are mishandling your personal data on some way, you have the right to complain. Complaints need to be sent to;

Lynda Pencherz (Data Controller)

clinic@woodstockchiropractic.co.uk

01993 811815

Woodstock Chiropractic Clinic Ltd, 3 Field Barn Cottages, Old Woodstock, Oxfordshire, OX20 1HU

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