



## PRIVACY NOTICE

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

When you supply your personal details to this clinic they are stored and processed for 4 reasons (the bits in bold are the relevant terms used in the Data protection Act 2018, which includes the General Data Protection Regulation - i.e. the law):

1. We need to collect personal information about your health to provide you with the best possible treatment. Your requesting examination / treatment / spine check and our agreement to provide that examination / 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 to confirm and remind you of your appointments with us or to update you on matters related to your chiropractic care. This again constitutes "Legitimate Interest", but this time it is your legitimate interest. Should you not wish to receive appointment confirmation and reminder emails then please advise.
4. Provided we have your **consent**, we may occasionally send you general health information and news about our clinics in the form of articles, advice or newsletters. You may withdraw this consent at any time - just let us know by ticking the relevant box in our next email or getting in touch with us.

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.

Your treatment records are stored

- a) on paper, in locked filing cabinets, and the offices are always locked out of working hours, and
- b) electronically ("in the cloud"), using Practice Hub - a specialist practice management software service. This provider has given us their assurances that they are compliant with the General Data Protection Regulations. Access to this data is password protected, and the passwords are changed regularly on our

office computers. Our computers are password-protected, backed up regularly, and the offices are locked out of working hours.

We will never share your data with anyone who does not need access without your written consent. Only the following people/agencies will have routine access to your data:

- Practice Hub - the practice management software service who store and process our files,
- Our practitioners in order that they can provide you with treatment and occasionally discuss your case,
- Our reception staff, because they organise our practitioners' diaries, and coordinate appointments and reminders. They are instructed to not access your medical history or sensitive personal information,
  
- We also use Mailchimp and Perfect Patients (our website host) to coordinate our messages, so your name and email address may be saved on their server.

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

We want you to be 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.

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 what is referred to in the jargon as the "Data Controller". Here are the details you need for that:

Connect Chiropractic  
gdpr@connectchiro.co.uk  
0131 552 8811  
4 South Trinity Road  
Edinburgh EH5 3NR

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