

Legal notice & Data Protection Policy

Collins Chiropractic is committed to safeguarding the privacy of our customers, website visitors and service users. In line with new regulations (General Data Protection Regulations; GDPR) coming into effect across the EU on 25th May, we've updated our Privacy Policy. This update is designed to help you more easily understand what information we collect and why. We have always placed great importance on acting in an ethical manner across all areas of our business, and looking after our customers and their information is no exception. The updates to our Privacy Policy provide you with more detail on what information we collect, what we do with that information, and your rights. You don't need to take any action, but if you would like to find out more you can take a look at our updated Privacy Policy.

Name of company

Collins Chiropractic

Registered Office

275 Wallasey Village, Wallasey, Wirral, CH45 3LR

Contact details

Tel: 0151 639 9222

Mobile: 07527957616

E-mail: info@collins-chiropractic.co.uk

Regulatory authority

<http://www.gcc-uk.org>

Data Protection Policy

Privacy Notice for Patients – Children & Adults

How we use your personal information

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

The health care professionals who provide your care maintains records about your health and any treatment or care you have received here. These records help to provide you with the best possible health care. Our records are both on paper (stored and locked in a filing cabinet on the clinic premises) and electronic (practice management program, 'Cliniko' where data is safely processed and stored outside of the EU). Some further information such as contact details are stored on our office computers which have encrypted local hard drives as well as two factor authentication (a start up password and a login password). 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

How do we maintain the confidentiality of your records

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

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

Every member of staff who works at Collins Chiropractic has a legal obligation to keep information about you confidential. We have put in place measures to protect the security of your information against accidental loss or disclosure, alteration, unauthorised access, destruction or abuse. We have implemented processes to guard against such.

Who do we share your information with?

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.

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

Access to your personal information

You have a right under the GDPR rules 2018 to request access to view or obtain copies of what information Collins Chiropractic holds about you and to have it amended should it be inaccurate. In order to request this you need to do the following:

- Your request must be made in writing to the clinic.
- There is no charge for copies of your file.
- We are required to respond to you within 30 days.
- You will need to give us proof of name (Photo ID) so that your identity can be verified

How long we keep your data for

In line with data protection principles, we only keep your data for as long as we need it for, which will be at least for the duration of your being a patient with us and we are legally required, by the Chiropractic regulator, to keep this data for eight years after your time as a patient has ended. In the case of children, data will be retained until their 25th birthday.

Provided we have your consent, we would like to contact you (within 3 months after your last treatment) either by phone or text to follow up on how you are progressing and input this data into your treatment records file.

Once we no longer have a lawful use for retaining your information, we will dispose of it in a secure manner that maintains data security.

Right to withdraw consent

Where you have provided consent to the collection, processing and transfer of your data, you have the right to withdraw that consent at any time. There will be no consequences for withdrawing your consent. To withdraw consent, please contact the clinic using the contact details provided.

Objections/Complaints

Should you have any concerns about how your information is managed or stored at the clinic, please contact the clinic using the contact details provided and if you are still unhappy following a review by Collins Chiropractic, you can then make a complaint to the Information Commissioner's Office via their website (www.ico.gov.uk)

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 are incorrect in order for us to correct it.

Notification & Data Controller

Sheenagh Collins is registered with the Information Commissioner's Office as the Data Controller for Collins Chiropractic.