

Privacy Policy for Patients

In accordance with the General Data Protection Regulation (GDPR) May 2018, I Kerry Butler have implemented this privacy policy to inform you, my patients, of the types of data I process about you. I also include within this policy the reasons for processing your data, the lawful basis that permits me to process it and, how long I keep your data for as well as your rights regarding your data.

Kerry Butler's Telford Clinic of Acupuncture is committed to ensuring your privacy is protected.

This policy is effective from 25/05/2018.

Security of your personal information

Kerry Butler is the Data Controller (i.e. the person who is responsible for and controls the pro-cessing of your data) at Kerry Butler's Telford Clinic of Acupuncture based at the following clinics.

Halesfield Clinic

Occupational Health Centre

Halesfield 13

Telford

TF7 4PL

Call: 07969530659 or 01952 581251

Newport Clinic

Back & Body Care Clinic

4 St Mary's Street

Newport

TF10 7AB

Call: 07969530659 or 01952 825042

Why is data stored & processed?

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

1. We need to collect personal information about your health in order to provide you with the best diagnosis, possible treatment, to decide upon any necessary referrals and, plan and record treatments. 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 any convenient method.

Your records are stored* on paper, in locked filing cabinets and, the offices are always locked out of working hours. If notes need to be transported between clinics then they are transported to another secured location and every step will be taken to ensure their safe arrival at their new location.

We do not keep your records and information longer than necessary. However, we have a **legal obligation** to retain your records and your personal data for a period of 7 years in accordance with the British Acupuncture Code of Professional Conduct <https://www.acupuncture.org.uk/public-content/effective-practice/bacc-professional-codes.html>

After this period you can ask us to delete your records and/or I may do this regardless by deleting, shredding or burning the information provided, unless requested not to so before this time.

Personal Data we may collect about you

The data held consists of:

- a) personal details such as: name, gender, address, email address, home and mobile tele-phone numbers
- b) Medical history & medications
- c) Date of birth
- d) GP details
- e) Consent forms
- f) Assessment and treatment documents

How do we process your personal data?

We comply with our obligations under the GDPR by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data. We use your personal data for the purposes set out below.

Reasons for processing your data

- To identify you
- Administration
- To send you statements, invoices & receipts
- In reply to email enquiries from yourself
- Statistical analysis
- For any legal claims as requested by yourself, solicitor or case manager. In each case written consent will be required by yourself before any information or personal data is forwarded

- Lawful basis for processing your personal data is part of my legal obligation to hold special category data when providing health care treatment (Article 9 (2) GDPR guidelines).

Any (limited amounts of) information we hold electronically are fully compliant with the General Data Protection Regulations. Therefore, access to this data is password protected, and the passwords are changed regularly on the office computers. These are password-protected, backed up regularly.

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

Other people who may have access to your data

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

- Other practitioner(s) who may locum for me when I am on annual leave or unwell, will have access to your notes in order that they can provide you with appropriate treatment.
- Our reception staff, because they organise our practitioners' diaries, and may coordinate appointments and reminders (but they do not have access to your medical history or sensitive personal information)
- Other administrative staff, such as my Bookkeeper and Accountant. Again, administrative staff will not have access to your medical notes, just your essential contact details.

Your personal data will be treated as strictly confidential, and will be shared:

1. with named third parties ONLY with your explicit consent;
2. with the relevant authority such as the police or a court, if necessary for compliance with a legal obligation to which we are subject e.g. a court order;
3. with your doctor or the police if necessary to protect yours or another person's life;

4. with the police or a local authority for the purpose of safeguarding a children or vulnerable adults; or
5. with my regulatory body, the British Acupuncture Council, or my insurance company in the event of a complaint or insurance claim being brought against me; or
6. my solicitor in the event of any investigation or legal proceedings being brought against me.

For further details about the situations when information about you might be shared please see the Information Commissioner's website at <https://ico.org.uk/for-the-public/personal-information/sharing-my-info/>

Your rights regarding your data

You have the right to see what personal data of yours we hold, and you can also ask us to correct any factual errors. All of which can be viewed within 3 months of the initial request. Provided the legal minimum period has elapsed, you can 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 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:

Data Controller - Kerry Butler

Kerry@telfordclinicofacupuncture.co.uk

Telephone: 07969530659

Addresses:

Halesfield Clinic

Occupational Health Centre

Halesfield 13

Telford

TF7 4PL

Newport Clinic

Back & Body Care Clinic

4 St Mary's Street

Newport

TF10 7AB

If you are not satisfied with our response, then you have the right to raise the matter with the Information Commissioner's Office. We will take all reasonable and appropriate precautions to prevent the loss, misuse or alteration of your personal information.

Updating Information

Please let us know if the personal information which we hold about you needs to be corrected or updated. If you have any queries about this privacy policy please contact, Kerry Butler in writing at the above addresses dependent where you had had the majority of your treatment from.