

MicrOTherapy Clinic Privacy Policy

This document refers to personal data, which is defined as information concerning any living person (a natural person who hereafter will be called the Data Subject) that is not already in the public domain.

The General Data Protection Regulation (GDPR) which is EU wide and far more extensive than its predecessor the Data Protection Act, along with the Privacy and Electronic Communications Regulations (PECR), seek to protect and enhance the rights of EU data subjects. These rights cover the safeguarding of personal data, protection against the unlawful processing of personal data and the unrestricted movement of personal data within the EU and its storage within the EEA.

The MicrOTherapy Clinic is pleased to provide the following information:

1. WHO I AM

The MicrOTherapy Clinic - <https://microtherapyclinic.com/> - provides pain relief services and Occupational Therapy services.

2. PERSONAL DATA

a) For the purposes of providing treatment, The Clinic may require detailed medical information. I will only collect what is relevant and necessary for your treatment. When you visit or contact the clinic, I will make notes which may include details concerning your medication, treatment and other issues affecting your health. This data is always held securely, and is not shared with anyone not involved in your treatment. To be able to process your personal data it is a condition of any treatment that you give your explicit consent as part of the treatment plan. Upon your consent, contact details provided by you such as telephone numbers, email addresses and postal addresses may be used to remind you of future appointments and provide reports or other information concerning your treatment.

b) When you make initial contact with The Clinic to enquire about possible services, it is in our legitimate interest to use the data you provide to engage in discussions with you until you either opt out (which you can do at any time) or I decide to stop promoting my services to you.

c) Some basic personal data may be collected about you from marketing forms and surveys you complete, from records of our correspondence and phone calls and details of your visits to our website, including but not limited to, personally identifying information like Internet Protocol (IP) addresses.

d) The Clinic's website uses cookies, which is a string of information that a website stores on a visitor's computer, and that the visitor's browser provides to the website each time the visitor returns. The website platform uses cookies to help The Clinic to identify and track visitors and their website access preferences. The Clinic's website visitors who do not wish to have cookies placed on their computers should set their browsers to refuse cookies before using The Clinic's website.

e) The Clinic will only collect the information needed so that I can provide you with the services you require. The business does not sell or broker your data.

3. LEGAL BASIS FOR PROCESSING ANY PERSONAL DATA

When I contract to provide a service to you, I use the contract (the treatment plan) as the legal basis for processing your personal data. When I am responding to enquiries about the services I provide, I use legitimate interest as the legal basis for processing your personal data.

4. CONSENT

You can withdraw consent at any time by using the email address or telephone number provided at the end of this Privacy Notice.

5. DISCLOSURE

The Clinic will keep your personal information safe and secure. Only staff engaged in directly providing or organising your treatment will have access to your patient records. The Clinic will not disclose your Personal Information without your consent or unless compelled to, in order to meet legal obligations, regulations or valid governmental requests.

6. RETENTION POLICY

The Clinic will process personal data during the duration of any treatment and will continue to store only the personal data needed for eight years after the contract has expired to meet any legal obligations. After eight years from your last appointment at The Clinic, all personal data will be deleted, unless basic information needs to be retained by us to meet our future obligations to you, such as erasure details. Records concerning minors who have received treatment will be retained until the child has reached the age of 25.

7. DATA STORAGE

All Data is held in the United Kingdom. The Clinic does not store personal data outside the EEA.

8. YOUR RIGHTS AS A DATA SUBJECT

At any point whilst The Clinic are in possession of, or processing your personal data, all data subjects have the following rights:

- Right of access – you have the right to request a copy of the information that I hold about you.
- Right of rectification – you have a right to correct data that I hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data I hold about you to be erased from my records. However, this does cover my requirement to store information in accordance with my retention policy, as stipulated by professional regulatory guidelines.
- Right to restriction of processing – where certain conditions apply you have a right to restrict the processing.
- Right of portability – you have the right to have the data I hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling – you also have the right not to be subject to the legal effects of automated processing or profiling.

In the event that The Clinic refuses your request under rights of access, I will provide you with a reason as to why, which you have the right to legally challenge. At your request The Clinic can confirm what information it holds about you and how it is processed.

9. TO ACCESS WHAT PERSONAL DATA IS HELD, IDENTIFICATION WILL BE REQUIRED

The Clinic will accept the following forms of identification (ID) when information on your personal data is requested: a copy of your driving licence, passport, birth certificate and a utility bill not older than three months. A minimum of one piece of photographic ID listed above and a supporting document is required. If The Clinic is dissatisfied with the quality, further information may be sought before personal data can be released. All requests should be made to

linda.ch@btinternet.com or by phoning +44 (0) 7719 180 098.

10. COMPLAINTS

In the event that you wish to make a complaint about how your personal data is being processed by The Clinic you have the right to complain to us. If you do not get a response within 30 days, you can complain to the ICO.

The details for contact are:

Linda Horncastle. Email: linda.ch@btinternet.com. Phone: +44 (0) 7719 180 098.

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