



Tavistock Osteopaths understands that the information you trust us with is important to you and we are committed to protecting and respecting your privacy.

This policy explains how, when and why we collect your personal information during the course of providing services to you, under what situations we may disclose your personal information to others and how we keep it secure.

SUMMARY:

- We only collect personal information about you where it completely necessary or you have consented and we ensure that we only collect information that we need.
- We will not send you marketing material.
- We will not broker or sell your personal information to third parties
- We will protect your personal information with an appropriate combination of technical and organisation measures.
- You have rights to your personal information. These are detailed in Section 7.
- We retain your personal information for as long as is necessary.
- If you have a complaint please see how to contact us in Section 9.
- If you have any questions about how we process your personal information please see how to contact us in Section 11.

1 - What personal data do we collect about you?

We need information to be able to contact you and to make a diagnosis and treatment plan. This may include detailed medical information.

We will only collect what is relevant and necessary for your treatment.

2 - Why do we need this information?

Osteopaths diagnose and treat health conditions. When you visit our practice, for the purposes of providing treatment, we will make notes which may include details concerning your medication, treatment and other issues affecting your health.

Contact details provided by you may be used to remind you of future appointments, provide reports or other information regarding your treatment. We will also use your contact details to respond to your enquiries.

To process your personal data, we mainly rely on the following legal bases:

- **Contractual:** The use of your information is necessary for us to meet our contractual obligations obtained from explicit Patient Consent and legitimate interest to respond to enquiries concerning the services provided.

- **Legitimate Interests:** To promote treatments for patients with all types of health problems indicated for osteopathic care.
- **Consent:** By agreeing to this Privacy Policy you are consenting to us processing your personal data for the purposes outlined. It is a condition of any treatment that you give explicit consent to allow us to document and process your personal medical data.

3 – Information that we share.

As part of our obligations as primary healthcare practitioners there may be circumstances related to your treatment, on-going care or medical diagnosis that will require the sharing of your medical records with other healthcare practitioners eg: GPs, consultants, surgeons and/or medical insurance companies. When this is required we will always contact you first, unless we are under a legal obligation to do so.

4 – Marketing.

Your personal data will not be used for marketing purposes. Tavistock Osteopaths does not sell or broker your personal data.

5 – Information Security.

Your personal data is always held securely. We work hard to keep your information safe, using a combination of technical and organisational measures, and it is not shared with anyone not involved with your treatment. All our practitioners have signed an integrity and confidentiality agreement.

6 - Data storage.

All data is held within the United Kingdom. Tavistock Osteopaths does not store data outside the EEA.

7 – Information we collect through your use of our website.

Our website does not use cookies. We do not collect any details of your visits to our website.

8 – Access to your information and correction.

You have a right to request a copy of the information we hold about you. We will provide you with this information within 30 days of receiving your request and verifying your identity.

You have a right to contact us if you believe your personal data is incorrect, if you believe we no longer have the right to use your personal data and you have the right to request that your records are transferred to another organisation.

9 – Retaining your data.

All personal data processed during treatment will be stored for 8 years from the date of your last treatment. After 8 years all your personal data will be destroyed. Records concerning minors who have received treatment, will be retained until the child has reached the age of 25.

10 – Complaints.

We work hard to ensure your personal data is treated safely and securely. However if you do have a

complaint please write to us using the contact details at the end of this policy. If you do not receive a response within 30 days you have the right to complain to the Information Commissioners Office.

11 – Changes to our Privacy Policy.

We review our Privacy Policy regularly and will place any updates on our website.

12 – Who to contact in relation to the processing of your personal data.

If you would like to discuss anything regarding this policy or how we handle you personal data please write to:

Data Protection Officer, Tavistock Osteopaths, 3 Abbey Place, Tavistock PL19 0AB