



Isis CHIROPRACTIC CLINIC

Privacy Policy

The Isis Chiropractic Clinic is aware of its obligations under the General Data Protection Regulation (GDPR) and is committed to protecting the privacy and security of your personal information. This privacy notice describes, in line with GDPR, how we collect and use personal data about you during and after your time as a patient of this clinic. It also sets out how we use that information, how long we keep it for and other relevant information about your data.

When you supply your personal details to Isis Chiropractic Clinic they are stored and processed in line with GDPR Regulations. This says that the personal information we hold about you must be:-

- Processed fairly, lawfully and in a clear, transparent way
- Collected only for valid reasons that we find proper for the course of your time as a patient and not used in any way that is incompatible with those purposes
- Only used in the way that we have told you about
- Accurate and up to date
- Kept only as long as is necessary
- Process it in a way that ensures it will not be used for anything that you are now aware of or have consented to
- Kept securely

We need to collect personal information about your health in order to provide you with the best possible treatment. By you requesting treatment, and our agreement to provide that care, this 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. Information we write down on paper may be transferred to our electronic system. We may receive information about you from your GP or other health care provider regarding your referral or, with your permission, additional information that will help us continue with your treatment. We may also hold the results of tests that you have undertaken and that are relevant to your treatment with the clinic.



We have a Legitimate interest in collecting that information, because without it we could not do our job effectively and safely.

We believe that it is important that we can contact you in order to confirm your appointments with us or to update you on matters relating to your medical treatment. This again constitutes Legitimate interest but this time it is your legitimate interest.

Provided that 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, please let us know by any convenient method you prefer.

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. Otherwise, we will retain your records indefinitely in order that we can provide you with the best possible care should you need to see us at some future date.

All patient records are stored:-

- On paper and filed in locked filing cabinets at the end of the working day. Out of working hours the building is alarmed. There is an active patient file and an inactive patient file (inactive file storage of patients who are not undergoing treatment but may return at a later date).
- On our office computers. These are password protected, backed up regularly and the offices are locked and alarmed out of working hours.
- Any file to be stored for filing is out of sight from the general public once the file has been finished with regard to documentation / if x-ray imaging has been viewed for the patient's attention.
- If a patient's case needs reviewing between chiropractors this is done in private in a meeting room, which is away from the front reception area.



We may share your data with third parties in order to facilitate a referral to another healthcare practitioner, investigation or to keep your GP informed about your progress with treatment. We will never share your data with anyone who does not need access without your prior written consent. Only the following people will have routine access to your data:-

- Your chiropractor (s) in order that they can provide you with treatment.
- Our reception staff, because they organise our chiropractor's diaries and co-ordinate appointments and reminders.

All staff sign agreeing to maintain absolute confidentiality as part of their employment contract. All staff are made fully aware of regulations relating to confidentiality and GDPR Regulations.

You have the right to see what personal data of yours we hold and you can ask us to correct any factual errors. 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.

If you feel that we are mishandling your personal data in some way, you have the right to complain. Please send any queries to complaints to:-

gdpr@isischiropractic.co.uk

Or write to:-

Isis Chiropractic Clinic, Isis House, 50 Tilers Road, Kiln Farm
Milton Keynes, MK11 3EA

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

Reviewed May 2018

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NORTHAMPTON
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