

Confidentiality:

- Information relating to patient is kept strictly confidential
- If referral is required to other healthcare provider patient consent via referral form will be completed, contact to GP will be with patient permission
- Laptop and mobile devices password protected
- All personal and company data will be non-recoverable from any computer system previously used within the organisation, which has been passed on/sold to a third party

Records:

- Secured in locked filing cabinet and reviewed regularly with a view to being:
 - Archived 3 years after last appointment
 - Destroyed 5 years after last appointment
- Should patient return for treatment after 5 years new record will required

Right to be forgotten:

- Upon request by letter or email, file will be:
 - Archived
 - Destroyed 3 years from date of last appointment
 - Contact details deleted from email system and mobile devices
 - Patient will be required to personally unsubscribe from news letters

USE OF INFORMATION

The following information is required for normal running of the business and requirement for such information reviewed regularly:

Full Name, Address, Email, Mobile &/or Home Number:

- Communication relating to consultations, appointments reminders, payments, invoicing, receipts and aftercare
- Any subscriptions to newsletter emailing lists will be at patient own request via website and subscription self-managed by patient with unsubscribe option

Health Information:

- Details relating to Examples (list not exhaustive): Health, lifestyle, medication, GP surgery, occupation, current/historical treatments, current/historical operations and injuries; are asked for during consultation and follow on sessions to assist in understanding history to formulate a treatment plan and or raise any “red flags” which may contraindicate treatment

This will be updated as necessary to reflect best practice in data management, security and control and to ensure compliance with any changes or amendments made to the Data Protection Act 1998 and GDPR

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