



24th May 2018

Privacy Policy

We are aware of our obligations under the General Data Protection Regulation (GDPR) and are committed to protecting the privacy and security of your personal information. This privacy policy 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.

Who We Are

We are Durham House Chiropractic Clinic of 30 East Street, Farnham, Surrey, GU9 7SW, telephone number 01252 725 669, email address farnham@durhamhousechiropractic.co.uk and 60 Reading Road South, Fleet, Hampshire, GU52 7SD, telephone number 01252 622 050, email address fleet@durhamhousechiropractic.co.uk. For the purposes of processing your personal data we are the Controller.

Data Protection Officer

As we record and use sensitive data, we take the protection of this data very seriously. We have therefore appointed a Data Protection Officer, Glen Mansbridge of Technology Tamed Ltd, who is your first point of contact for any matters regarding your personal data we process. He can be contacted on 01787 881 475, his email address is glen@technologytamed.com and the postal address is The Stour Valley Business Centre, Brundon Lane, Sudbury, CO10 7GB.

Types of Information We Hold About You

Personal data or information means any information about an individual from which that person can be identified. It does not include data where the identity has been removed.

We hold many types of data about you which may include: name, address, telephone numbers, email address, date of birth, gender, marital status, next of kin and their contact numbers, personal medical or health information, including past medical history, information concerning examination, diagnosis and treatment at your first and subsequent visits and letters of referral to or from the clinic regarding your treatment with us.

Our lawful basis of processing this data is one of contract and, for the health information, the provision of health related services as a chiropractic and massage clinic. In addition, we will only examine or treat you with your explicit consent.

Sharing Your Personal Data

Your data will be shared with colleagues within the clinic but only where it is necessary for them to undertake their duties. 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.

How Long We Keep Your Data For

Whilst you are receiving treatment from our clinic, we will continue to store and use your personal data. Once you have been discharged or your time as a patient has ended, we are legally required, by the Chiropractic regulator, to retain your personal data for a minimum of 8 years.

Your Duty to Inform us of Changes

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your time as a patient with us.

Your Rights in Relation to Your Data

As we process your personal data, you have certain rights. These are a right of access, a right of rectification, a right of erasure and a right to restrict processing.

You may request a copy of your data at any time. Please make such a request in writing or by email to the Data Protection Officer, whose details are shown above. Please provide the following information: your name, address, telephone number, email address and details of the information you require. We will need to verify your identity so we may ask for a copy of your passport, driving license and / or recent utility bill.

If you believe any of the personal data we hold on you is inaccurate or incomplete, please contact the clinic directly and any necessary corrections to your data will be made promptly.

If you believe we should erase your data, please contact the Data Protection Officer, whose details are shown above.

If you wish us to stop storing or using your data, please contact the Data Protection Officer, whose details are shown above.

Data Breaches

Should your personal data that we control be lost, stolen or otherwise breached, where this constitutes a high risk to your rights and freedom, we will contact you without delay. We will give you the contact details of the Data Protection Officer who is dealing with the breach, explain to you the nature of the breach and the steps we are taking to deal with it.

Should You Wish to Complain

You can contact the ICO via their website: www.ico.org.uk should you wish to make a complaint about the way we are processing your personal data.

Automated Decision Making and Profiling

We do not use any system which uses automated decision making or profiling in respect of your personal data.