

Jane Faulkes Bsc(Chiro) PGdip Nut Ther
McTimoney Chiropractor GCC reg 02146
Nutritional Therapist BANT & CNHC reg

01793 861 589 / 077 6100 1814
jane@highworthholistichealth.co.uk



26 Newburgh Place,
Highworth
SN6 7DN

Data Protection Policy

How I use your personal information

This privacy policy explains why I collect information about you and how that information may be used.

What is Personal data?

Personal data is information relating to an identified or identifiable person. Examples include an individual's name, date of birth, address and contact details. Personal data may also contain information which is known as special categories of personal data, health information is an example of this.

Personal Data I collect

In order to provide chiropractic and nutritional therapy services, I am required to collect and process personal and health information about you. Without this information, I am unable to facilitate the care you wish to receive.

Records I hold about you include the following information –

- Details about you, such as your name, address, telephone numbers, email address, date of birth.
- Any contact the clinic has with you, such as appointments, clinic visits, emergency appointments, etc.
- Notes and reports about your health
- Details about your treatment and care
- Results of investigations such as laboratory reports, x-rays, etc
- Relevant information to and from other health professionals, relatives or those who care for you.

Your personal data including medical history, will be collected and stored on hard/paper copy record card in a locked filing cabinet, and will be updated upon each appointment. Alternatively, in the form of a working Word document stored on my protected laptop. In the course of providing your health care, I may process letters, receipts, invoices or reports as hard copy or as electronic/email.

I will never share your personal data with any third party (e.g. your GP / another health care professional / your insurance company / external medical testing body) without obtaining your specific permission first.

Electronic devices which I use every day to run my business are all protected.

Websites are updated regularly to maintain security, I maintain electronic virus protection, and my websites do not use cookies.

I am committed to ensuring that your personal data is secure and will take all appropriate technical and organisational steps to protect confidentiality, integrity, and availability of your data.

My lawful basis for processing your data is to meet contractual obligations.

Retaining Your Personal Data

Whilst you are receiving treatment from my clinic I will continue to store and use your personal data.

Once you have been discharged, I am required to retain your personal data for a minimum of 8 years, for those 15 years and younger until the age of 25 years unless last seen at the age of 17 years in which case it will be retained until the age of 26 years, after which it will be destroyed securely. I am committed to protecting your privacy and will only use information collected lawfully in accordance with Data Protection Act 1998 and General Data Protection Regulation 2018, and also the General Chiropractic Council Code and Guidance.

Your Rights

You may request a copy of your data at any time. Please make such a request in writing or by email to the address above. Please provide the following information: your name, address, telephone number, email address and details of the information you require. I may need to verify your identity so I may ask for a copy of your passport, or driving license.

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

If you believe I should erase your data (outside the 8 year statutory retention period) please contact me details are shown above.

Data Breaches

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

Should You Wish To Complain

If you are dissatisfied with any aspect of the way in which I process your personal data please let me know. You also have the right to complain to the UK's data protection supervisory authority, the Information Commissioners Office (ICO). You can contact the ICO via their website: www.ico.org.uk.