

Privacy Notice

In your dealings with us you will be providing us with information that is known as sensitive personal data. This is required by our regulator, the General Chiropractic Council, under the Chiropractors Act 1994. When we use this information we will do so in accordance with statutory data processing requirements as set out by the Data Protection Act 2018 (the bits in **bold** are the relevant terms used in the Data Protection Act 2018, which includes the General Data Protection Regulation – ie the law):

When you supply your personal details to us they are stored and processed for 4 reasons:

1. We need to collect personal information about your health in order to provide you with the best possible treatment. Your requesting treatment and our agreement to provide that care 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.

2. We have a '**Legitimate Interest**' in collecting that information, because without it we couldn't do our job effectively and safely.

3. We also think that it is important that we can contact you, should the need arise, in order to confirm your appointments or to update you on matters related to your medical care at our clinic. This again constitutes '**Legitimate Interest**', but this time it is your legitimate interest.

4. Provided we have your **consent**, we may occasionally send you information you may find useful, in the form of articles, advice or clinic updates. You may withdraw this consent at any time – just let us know by any convenient method.

We have a **legal obligation** to retain your records and will do so indefinitely, on the advice of our insurers, to enable us to refer back to your health care should it be required in the future. You may request for your records to be deleted after the statutory period of 8 years since your last appointment (or the age of 25, whichever is later), just let us know by any convenient method.

Your records are stored in several ways:

- Full health records are kept on paper, in locked filing cabinets, within our secured home.
- A copy of your name and address only is kept electronically, on a password protected memory stick.

Your data is accessed by Leander and Gillian only and we will never share your data with anyone else without your written consent.

At any time that we should not be able to work, we may need a locum chiropractor to provide you with continued care. We will do our utmost to inform you of this before your appointment, should it happen, and will ensure that they treat your information with confidentiality.

You have the right to see what personal data of yours we hold, and you can also 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.

Of course, if you feel that we are mishandling your personal data in some way, you have the right to complain. Complaints need to be sent to what is referred to as the '**Data Controller**'. Here are the details you need for that:

Data Controller: Gillian Megson / Leander Mills

Tel: 01244 374939

Address:

10 Abbots Nook

Chester CH2 2BB

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