



# The Holistic Health Centre

## Privacy Notice

(Why we collect your personal data and what we do with it)

We take your privacy seriously and will only use your personal information to provide the services you have requested of us.

Why do we need to collect your personal data?

When you supply your personal details to us they are stored and processed for 3 reasons (the bits in bold are the relevant terms used in the Data protection Act 2018, which includes the General Data Protection Regulation – i.e. the law):

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 in order to confirm your appointments with us or to update you on matters related to your medical care or other treatments. This again constitutes “**Legitimate Interest**”, but this time it is your legitimate interest.

In the case of medical records:

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.

How your personal information is stored:

- medical records are stored on paper, in locked filing cabinets, and the office is always locked and alarmed out of working hours
- correspondence such as referral letters, invoices etc. are stored on the office computer. These are password-protected, backed up regularly, and the office is locked and alarmed out of working hours



- contact details, such as your name, phone number and email address may also be stored on mobile devices to aid communication with you. These devices are password-protected
- your contact details, including name, address, email address, phone number and date of birth are stored on secure servers that run our online diary so that your appointments and reminders can be organised and coordinated

We will never share your data with anyone who does not need access without your written consent. Only the following people/agencies will have routine access to your data:

- your practitioner or therapist, so that they can provide you with treatment
- all therapists have access to the shared online diary (but they do not have access to your medical notes)
- other administrative staff, such as our accountant. Again, administrative staff will not have access to your medical notes or sensitive personal information, just your essential contact details.

From time to time, we may have to employ consultants to perform tasks which might give them access to your personal data (but not your medical notes). We will ensure that they are fully aware that they must treat that information as confidential, and we will ensure that they sign a non-disclosure agreement.

Any websites that are linked to our website, such as payment processing websites are also GDPR compliant.

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 in the jargon as the “Data Controller”. Here are the details you need for that:

Data Controller, (Nikki Hawkes, The Holistic Health Centre, Main Street, Cottesmore, Oakham, Rutland LE15 7DJ)

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