

2019

Privacy Notice

**Our Privacy Notice**

As a valued patient of Crowthorne Family Chiropractic Centre, your personal data (including name, date of birth, contact details and health notes) is kept confidential and secure and is protected under the Data Protection Law.

Dr Michael Pim DC is your first point of contact for any matters regarding your data and he is your Data Protection Officer.

**Sharing Your Personal Data**

We only share your personal data with your explicit consent. For example when communicating with your insurance companies or person or company responsible for payment of service, and where, for example, we need to contact a third party and give them your contact details in order to resolve a technical issue. Where third parties are used by us to store your personal data, we ensure they are compliant with the Data Protection Law and any such data is not stored outside of the EU.

**Lawful Bases For Processing Data**

All collated data from a patient to Crowthorne Family Chiropractic Centre is given under your signed agreement when completing our Case History Form when you arrive as a New Patient at our practice. This provides the agreement under which we have your permission to utilise your data to best serve you in giving our chiropractic clinical care.  All your data given to us is kept on a need to know basis and is governed by the General Chiropractic Council, the statutory regulator of the chiropractic profession in the UK, as well as under the GDPR guidelines.

**Retaining Your Personal Data**

Whilst you are a patient of ours we will continue to store and use your personal data for communication purposes only between yourself and Crowthorne Family Chiropractic Centre. The length of time personal data is retained is set by our legal obligation under the General Chiropractic Council. Limited information will be retained within our account systems indefinitely to maintain the integrity of the date.

**Your Rights**

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

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.

If you believe any of the personal information we hold on you is inaccurate or incomplete, please contact us directly and any necessary corrections to your data will be made without undue delay.

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

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

Where you have provided explicit consent for us to use your data, for example in communication by email or by phone, you have the right to withdraw this consent at any time.

**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 freedoms, 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.

**If You’re Not Completely Satisfied**

You can contact the ICO (Information Commissioner’s Office) via their website [www.ico.org.uk](http://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.