

Alison Judah Consultant Osteopath Privacy Notice

This document refers to personal data, which is defined as information concerning any living person (a natural person) who hereafter will be called the Data Subject) that is not already in the public domain. The General Data Protection Regulation (GDPR) which is EU wide and far more extensive than it's predecessor the Data Protection Act, along with the Privacy and Electronic communications Regulations (PECR), seek to protect and enhance the rights of EU data subjects. These rights cover the safeguarding of personal data, protection against the unlawful processing of personal data and the unrestricted movement of personal data within the EU and it's storage within the EEA.

1. Alison Judah Consultant Osteopath based at 1A Raynham Road, Hammersmith, London W6 0HY

2. Who We Are

Alison Judah diagnoses and treats health conditions. Treatments are carried out in accordance with the Institute of Osteopathy's patient charter <http://www.ioosteopathy.org/osteopathy/the-patient-charter/>.

3. Personal Data

- a) For the purposes of giving health advice and providing treatment Alison Judah usually requires detailed medical information. She will only collect what is relevant and necessary to make a diagnosis, provide treatment and to give health advice. When you visit the practice or treatment /assessments are carried out at your premises, notes will be taken which may include details concerning any medical conditions you suffer from, medication, medical procedures you have had, accidents, treatment, and other issues affecting your health including occupation, sports, exercise and hobbies. This data is held securely, is not shared with anyone not involved in your treatment, although for data storage purposes it may be handled by pre-vetted staff who have all signed an integrity and confidentiality agreement. To be able to process your personal data it is a condition of any treatment that you give your explicit consent to allow Alison Judah to document and process your personal medical data. Contact details provided by you such as telephone numbers, email addresses, postal addresses may be used to remind you of future appointments, and provide reports or other information concerning your treatment. As part of Alison's obligations as a primary healthcare practitioner there may be circumstances related to your treatment, on-going care or medical diagnosis that will require the sharing of your medical records with other healthcare practitioners e.g. GPs, consultants, surgeons and/or medical insurance companies. Where this is required you will always be informed first unless Alison is under a legal obligation to comply.
- b) For marketing purposes, Alison Judah may also use the contact details provided by you to respond to your enquiries, including making telephone contact and emailing you information which she believes may be of interest to you.
- c) Some basic personal data may be collected about you from any marketing forms and surveys you complete, from records of our correspondence and phone calls and details of your visits to Alison's website, including but not limited to personally identifying information like Internet Protocol(IP) addresses.
- d) Alison Judah's website uses cookies, which is a string of information that a website stores on a visitor's computer, and that the visitor's browser provides to the website each time the visitor returns. Wordpress.org uses cookies to help Alison identify and track visitors and their website access preferences. Visitors to the website who do not wish to have cookies placed on their computers should set their browsers to refuse cookies before using Alison's website.
- e) Alison Judah will only collect the information needed so that she can provide the services you require, the business does not sell or broker your data.

4. Legal basis for processing any personal data

To meet Alison Judah's contractual obligations obtained from explicit Patient Consent and legitimate interest to respond to enquiries concerning the services provided.

5. Legitimate interests pursued by Alison Judah Consultant Osteopath

To promote and provide health advice

To promote and provide treatments for patients with all types of health problems indicated for osteopathic care.

To promote and provide ergonomic assessments and injury prevention advice

6. Consent

Through agreeing to this privacy notice you are consenting to Alison Judah processing your personal data for the purposes outlined. You can withdraw consent at any time by using the postal, email address or telephone number provided at the end of this privacy notice.

7. Disclosure

Alison Judah will keep your personal information safe and secure, only Alison will have access to your patient records, although any administration staff engaged will have access to your contact details so that they can make appointments and manage your account. Alison Judah will not disclose your personal information unless compelled to, in order to meet legal obligations, regulations or valid governmental requests. Alison may also enforce her terms

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and condition, including investigation potential violation of her terms and conditions, to detect, prevent or mitigate fraud or security or technical issues; or to protect against imminent harm to the rights, property or safety of staff.

8. Retention Policy

Alison Judah will process personal data during the duration of any treatment or assessments and will continue to store only the personal data needed for a minimum of 8 years after the contract expired to meet any legal obligations. After a minimum of eight years all personal data will be deleted, unless basic information needs to be retained to meet her future obligations to you, such as erasure details. Records concerning minors who have attended consultations or received treatment will be retained until the child has reached the age of 25.

9. Data Storage: All data is held in the United Kingdom. Alison does not store personal data outside the EEA.

10. Your rights as a data subject

At any point whilst Alison Judah is in possession of, or processing your personal data, all data subjects have the following rights:

- Right of access - you have the right to request a copy of the information Alison holds about you.
- Right of rectification - you have the right to correct data that Alison holds about you that is inaccurate / incomplete.
- Right to be forgotten - in certain circumstances you can ask for data Alison holds about you to be erased from records.
- Right to restriction of processing where certain conditions apply you have a right to restrict the processing.
- Right of portability - you have the right to have data Alison holds about you transferred to another organisation.
- Right to object - you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling - you also have the right not to be subject to the legal effects of automated processing or profiling.

In the event that Alison refuses your request under rights of access, you will be provided with a reason as to why, which you have the right to legally challenge. At your request Alison can confirm what information she holds about you and how it is processed.

11. You can request the following information:

- Identify the contact details of the person or organisation that has determined how and why to process your data.
- Contact details of the data protection officer, where applicable.
- The purpose of the processing as well as the legal basis for processing.
- If processing is based on the legitimate interests of Alison Judah and information about these interests.
- The categories of personal data collected, stored and processed.
- Recipient(s) or categories of recipients that the data is/will be disclosed to.
- How long the data will be stored.
- Details of your rights to correct, erasure, restrict or object to such processing.
- Information about your right to withdraw consent at any time.
- How to lodge a complaint with the supervisory authority (ICO).
- Whether the provision of personal data is statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether you are obliged to provide the personal data and the possible consequences of failing to provide such data.
- The source of personal data if it wasn't collected directly from you.
- Any details and information of automated decision making, such as profiling, and any meaningful information about the logic involved, as well as the significance and expected consequences of such processing.

12. To access what personal data is held, identification will be required

Alison Judah will accept the following forms of identification (ID) when information on your personal data is requested: a copy of your driving licence, passport, birth certificate and a utility bill not older than three months. A minimum of one piece of photographic ID listed above and a supporting document is required. If Alison is dissatisfied with the quality, further information may be sought before personal data can be released. All requests should be made to alison@alisonjudahosteopath.co.uk or by phoning 020 3893 8009 or writing to Alison at the address below.

13. Complaints

In the event that you wish to make a complaint about how your personal data is being processed you have the right to complain to Alison Judah. If you do not get a response within 30 days, you can complain to the ICO. The details of each of these contacts are:

Alison Judah Consultant Osteopath, 1A Raynham Road, Hammersmith, London W6 0HY
Tel: 020 3893 8009, email: alison@alisonjudahosteopath.co.uk

ICO, Wycliffe House, Water Lane, Wilmslow SK9 5AF, Telephone: +44 (0) 303 123 1113, Email: <https://ico.org.uk/global/>