

### Privacy Notice

When you supply your personal details to the osteopath and the clinic in which she works 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 contact you to confirm your appointments and update you on matters related to your medical care. This again constitutes 'Legitimate interest' but this time it is your legitimate interest.

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 provide you with the best possible care should you need to see us at some future date.

Your records are stored in locked filing cabinets and the offices are always locked out of working hours. Some of your details are stored on our office computers. These are password protected, backed up regularly and the offices are locked out of working hours.

We will never share your data with anyone who does not need access without your written consent.

Only the following people will have routine access to your data

1. The practitioner in order that they can provide you with the treatment
2. Our reception staff, because they organise the practitioners' diaries and coordinate appointments and reminders and help with filing.

