

Privacy Notice

This Privacy Notice outlines the personal information we collect about you, how we collect it, and how it is used and stored.

The purposes of the processing for which the personal data is intended, and the legal basis for the processing.

We may collect and process the following data about you:

Contact and other personal information you provide when booking appointments online or on the telephone.

Information about your current and historic health and lifestyle, for the purpose of making informed clinical decisions and providing safe treatment. This information may be collected verbally, at a face to face appointment, by telephone, email or via an online form submission process.

Information may be obtained from surveys that we may use for research purposes, although participation in these is voluntary.

How Your Data will be used

Your data may be used for:

Emailing appointment confirmations, reminders and text reminders, to help you to remember your appointments.

Emailing you after care advice including exercise plans.

Accounting, billing and sending receipts.

Emailing you about changes to our service.

Occasional newsletters and marketing promotions.

Anonymised patient health data may be used by us or third party academic research organisations, for research purposes.

How will your data be stored?

Confidentiality is a legal requirement, and it is of paramount importance that our patients can trust us with their information. We therefore ensure that:

Electronic information is stored using specialist medical records software Cliniko. Access to these data are password protected. Clinical information is only accessible by your osteopath.

We keep confidential who visits our practice, where they live, the date and times of their appointments and any other personal or medical details.

Will Your Data be Shared with Anyone?

We will not share your data with anyone who does not need access without your consent.*

Only the following people/agencies will have routine access to your data: your osteopath in order that they can provide you with treatment and schedule appointments.

The online medical records service Cliniko who store and process our patient files.

Insurance companies / third parties where this arrangement has been agreed with you.

**Only in the extremely rare instance of a legal order, or where withholding data may pose a serious safety risk, would data ever be shared without your consent.*

How Long Will Your Data be Retained?

Clinical patient records of osteopathic consultations must be retained for 8 years after the most recent appointment, or in the case of children until they reach 25 years of age (See the Osteopathic Practice Standards). After these time periods, personal data and medical notes will be destroyed.

What is the legal basis for processing your data?

The legal basis under which we store and process your data is consent. This means that we need your consent in order to collect, process and store your data.

Who is Responsible for Data Protection?

Maria Robinson is responsible for data protection at Maria Robinson Osteopathy. Maria Robinson Osteopathy is registered with the Information Commissioners Office (ICO). If you have any concerns about how we handle your data, please contact Maria at: mariarobinsonosteopathy@gmail.com. If you are not satisfied with our response, then you have the right to raise the matter with the ICO.

ICO - Wycliffe House, Water Lane, Wilmslow, SK9 5AF

Telephone +44 (0) 303 123 1113 or email: <https://ico.org.uk/global/contact-us/email/>