

SOUTHCOTE PRIVACY NOTICE

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

When you supply your personal details to this clinic, it is stored and processed for 4 reasons (the bits in bold are the relevant terms used in General Data Protection Regulations – ie 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 it 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 it is important that we can contact you in order to confirm your appointment with us or to update you on matters related to your medical care. This again constitutes “**Legitimate Interest**”, but this time it is your legitimate interest.
4. Provided we have your consent, we may occasionally send you general health information in the form of articles, advice or newsletters. You may withdraw this consent at any time – just let us know by any convenient method.

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. We will retain your records indefinitely while you are a regular patient at Southcote. This is for us to be able to provide you with the best possible care when you return to see us after a shorter or longer interval (less than 8 years).

Your records are stored:

1. On paper, in filing cabinets, and the offices are always locked and alarmed out of working hours.
2. Electronically (“in the cloud”), using a software company called Jane.app. This provider has given us assurances they are fully compliant with the General Data Protection Regulations themselves. Access to this data is password protected, and the passwords are changed regularly.
3. On our office computers. These are password protected, backed up regularly, and the office(s) are locked and alarmed out of working hours.

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

1. Jane.app
2. Your practitioner(s) in order for them to be able to provide you with treatment.
3. Our reception staff, as they organise our practitioners’ diaries, and coordinate appointments and reminders. Other administrative staff, such as our bookkeeper, will not have access to your medical notes, just your essential contact details.
4. We also use MailChimp to provide you with our newsletter and that company therefore holds your email details but solely for that purpose.

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

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 we are treating your personal data responsibly, and that we are doing everything we can to make sure the people who can access that data have a genuine need to do so.

Of course, if you feel 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 to do that:

Southcote Proactive Healthcare
3 Sittingbourne Road
Maidstone
Kent, ME14 5ES

email: dpo@southcote.com

Tel: 01622 661883

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