***PRIVACY NOTICE***

*This Privacy Notice explains why Bedale Osteopaths collect your personal data*

*and how we will store and handle that data to keep it safe.*

*When you supply your personal details to this clinic 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 can contact you in order to confirm your appointments 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), after this period you can ask us to delete your records. On an annual basis we confidentially dispose of records in accordance with current legislation.*

*Your medical records are stored -*

*on paper, in locked filing cabinets, and the office is always locked out of working hours.*

*Your personal data is stored -*

*electronically, using Freehand Clinic Manager. The data is stored securely on our providers' designated servers. Data stored includes only personal details ie. name, address, telephone number, email address, sex and date of birth, not your medical data. Their servers are based in secure, specialised Data Centres in two locations in the UK plus a further remote backup in Germany. This data is encrypted and can only be accessed or viewed using the Freehand Clinic Manager program.*

*on our office computers. These are password-protected, backed up regularly, and the office is locked out of working hours.*

*We will never share your personal data without your written consent. Only the following people/agencies will have routine access to your data:*

* *Sensible People who store our database.*
* *Your practitioner(s) in order that they can provide you with treatment.*
* *Our reception staff, who organise our practitioners’ diaries, and coordinate appointments and reminders. At times they may also have access to patient correspondence.*
* *We also use Mailchimp to coordinate our email messages, so your name and email address may be saved on their server.*
* Your health insurance company, if that is applicable in your case.

*You have the right to see what personal data of yours we hold, and you can also ask us to correct any factual errors.*

*We want you to be absolutely confident that we are treating your personal data responsibly, and that we are doing everything we can to make sure that the only people who can access that data have a genuine need to do so.*

*Of course, if you feel that we are mishandling your personal data in some way, you have the right to complain. Complaints need to be sent to the “****Data Controller****”. Here are the details you need for that:*

*Suzanne Hibberd*

*info@bedaleosteopaths.co.uk*

*01677 425858*

*Bedale Osteopaths, 1-3 Bridge Street, Bedale, North Yorkshire, DL8 2AD*

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

*It’s likely that we’ll need to update this Privacy Notice from time to time. We’ll notify you of any significant changes, but you’re welcome to come back and check it whenever you wish.*