

Balance Osteopathy Privacy Information Notice

At Balance Osteopathy, we're committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information, how we use it, the conditions under which we may disclose it to others and what choices you have.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our services, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to natasha@balanceosteopathy.co.uk

Date: 1st May 2018

Next Review Date: 1st May 2019

1. WHO ARE WE?

Balance Osteopathy Ltd, based at **Ollerbarrow House, 211 Ashley Road, Hale, WA15 9SQ.**

Balance Osteopathy Ltd 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/>.

The practice may also provide other treatments, about which our staff will be pleased to provide more details

2. HOW DO WE COLLECT INFORMATION FROM YOU?

We obtain information about you when you contact us to enquire about our services. We also collect information from you if you leave a comment on our blog or fill in our feedback or help forms.

3. LEGITIMATE INTERESTS PURSUED BY BALANCE OSTEOPATHY

At an osteopathic appointment 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.

We have a “Legitimate Interest” in collecting that information, because without it we couldn’t do our job effectively and safely.

4. WHAT INFORMATION DO WE COLLECT & HOW IS IT USED?

We collect information to allow us to fulfil our obligations to our patients, and to respond to enquiries. We also collect your information if you leave a comment on our blog.

When you visit our practice, Balance Osteopathy may require detailed medical information.

4.0. Sensitive Data

When you visit our practice, we will make notes, which may include details concerning your medication, treatment and other issues affecting your health.

This data is always 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 Osteopaths 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 our obligations as primary healthcare practitioners 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 we will always inform you first unless we are under a legal obligation to comply.

4.1. Disclosure

Balance Osteopathy will keep your personal information safe and secure, only staff engaged in providing your treatment will have access to your

patient records, although our administration team will have access to your contact details so that they can make appointments and manage your account.

Balance Osteopathy will not disclose your Personal Information unless compelled to, in order to meet legal obligations, regulations or valid governmental requests. The practice may also enforce its Terms and Conditions, including investigating potential violations of its 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 its staff.

4.2. Third Parties

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

We also use a number of 3rd party services to help us fulfil our contractual obligations. These 3rd party services are listed below; we have verified that these 3rd party services are GDPR compliant and are certified under the EU-US Privacy Shield Framework (or are working towards certification) where these organisations are based outside of the EU.

Cliniko: Patient records are stored on Cliniko, a cloud based solution located in Australia.

MailChimp: This is used to coordinate emails, so your name and email address may be saved on their server.

Twitter: We never associate the web browsing history we collect from Twitter for Websites with your name, email address, phone number, or Twitter handle. You can read Twitter's [privacy policy here](#).

5. CONTROLLING YOUR INFORMATION

You have certain rights concerning the information we hold about you, as defined under the General Data Protection Regulation. If you wish to exercise these rights, please contact us.

- 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 the data we hold 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.

5.0. Requesting a copy of your information

You may request a copy of any data we hold about you.

Balance Osteopathy 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.

All requests should be made to: natasha@balanceosteopathy or by phoning +44 (0)7530914471 or writing to us at the address further below.

Please request the Data Subject Request Form PDF to request information.

5.1. Updating or correcting your information

The accuracy of your information is important to us. If you change email address, or any of the other information we hold is inaccurate or out of date, please contact us so we may correct our records.

5.2. Retention Policy

Balance Osteopathy will process personal data during the duration of any treatment and will continue to store only the personal data needed for eight years after the contract has expired to meet any legal obligations.

After eight years all personal data will be deleted, unless basic information needs to be retained by us to meet our future obligations to you, such as erasure details.

Records concerning minors who have received treatment will be retained until the child has reached the age of 25.

5.3. Deleting your information

You have the right to request erasure of your personal information. Unless there is a compelling reason for the data not to be erased (for example, if we need to use that data to fulfil our contractual or legal obligations), your personal data will be deleted on request.

Users have the ability to leave comments on our blog. To maintain flow of conversation, blog comments will not normally be deleted (unless there is a compelling reason to do so), and feedback will be left to help other customers but all personally identifying information will be removed.

6. SECURITY

Balance Osteopathy Ltd takes security seriously. In order to protect your information from loss, misuse or unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect. These steps include the following:

- Data minimisation
- Password best practice
- Security best practice concerning devices (PCs, laptops, mobile devices), online accounts, website hosting, physical access and storage
- Staff training and accountability on data protection

A copy of our internal Data Security Policy is available on request.

7. DATA BREACHES

Our Data Security Policy includes a clear process for handling a personal data breach, should one occur. Where appropriate, Balance Osteopathy Ltd will promptly notify you of any unauthorized access to your personal information.

8. COOKIES

Balance Osteopathy Ltd uses no intrusive cookies. The cookies on this site do not personally identify, store or use any personal information. Cookies used on this site are used in the functionality of the twitter timeline shown on pages of this website. More information on the twitter timeline and a link to Twitter's privacy policy can be found in section 4.2 in this document.

9. COMPLAINTS

If you wish to raise a complaint on how we have handled your personal information, you have the right to complain to us:

Contact details:

Natasha McLeod, Balance Osteopathy Ltd, Ollerbarrow House, 211 Ashey Road, Hale WA15 9SQ

Tel: +44 (0)7530 914471 or email: natasha@balanceosteopathy.co.uk

If you are not satisfied with our response you can complain to the [Information Commissioner's Office \(ICO\)](#).