

PRIVACY POLICY for Wendy Briggs Podiatry

I understand that privacy is important, and I respect the privacy of patients using my services. I only collect and use personal data in a way that is consistent with my obligations and your rights under the law.

This Privacy Policy describes how and when I collect, use, and share information obtained through booking and/or receiving a consultation/treatment from Wendy Briggs Podiatry. This is to comply with the General Data Protection Regulations (GDPR) 2018.

Information that I Collect and Process

I collect information about you, such as your name, address, GP and contact details along with medical and health information. Appointment details (i.e. name, address, and telephone number) will be recorded in an electronic diary and contacts system, which is fully password protected. Your personal contact details, medical and health information, and clinical information about my treatments to you, are input into a secure password protected electronic podiatry record system.

Why I Need Your Information and How I Use It

I collect personal information about you in order to manage my patient records and to make appointment arrangements for you. The legal basis for the collection and use of your information includes:

-Where it is necessary for the purposes of the provision of health care as needed to provide my services, such as when I use your information to fulfil your podiatry assessment and treatment, or to provide customer support
-if necessary to comply with a legal obligation or court order or in connection with a legal claim, such as retaining information about your purchases if required by tax law

Marketing

I do not send any marketing material via post or email, you do not need to opt out.

I will not sell, distribute or use your personal data for the purposes of marketing.

Information Sharing and Disclosure

Information about my patients/customers is important to my business. I share your personal information only for **very limited** reasons and in limited circumstances, as follows:

- **Medical professionals.** With your consent I will share information with medical professionals such as your GP or consultant to allow continuity of care.
- I may share information about my appointment visits with trusted and limited third parties, for personal **safety reasons**.
- **Business transfers.** If I sell or merge my business, I may disclose your information as part of that transaction, only to the extent permitted by law and with your knowledge.

Except for the above reasons, I will not disclose your information to third parties without your permission **unless I am required by law to do so**. I will only give information to your relatives, friends and carers if you have given consent to this.

Data Retention

I retain your personal information only for as long as necessary to provide you with my services and as described in my Privacy Policy. However, I may also be required to retain this information to comply with my legal and regulatory obligations, to resolve disputes, and to enforce my agreements. The retention of podiatry records is normally a minimum of 8 years, after the last appointment. For children and young person under the age of eighteen, it is until their 25th (twenty-fifth) birthday.

Your Rights

There are laws to protect your information including The General Data Protection Act (GDPR) 1998.

- You have the right to apply for access to the personal information which I hold about you. I have a duty to provide you with a copy of this information. If you would like a copy of this information please write to: Wendy Briggs Podiatry, 7 Challoner Court, BS1 4RG
- Change, restrict, delete. In the case of health records these are normally exempt from change and deletion requests.
- Object. You can object to my processing of some of your information based on my legitimate interests. In such cases, I will delete your personal information unless I have compelling and legitimate grounds to continue using that information or if it is needed for legal reasons.
- Complain. If you wish to raise a concern about my use of your information (and without prejudice to any other rights you may have), you have the right to do so with the Information Commissioner www.ico.org.uk

How to Contact Me

For purposes of the GDPR, I, Wendy Briggs, am the data controller of your personal information. If you have any questions or concerns, you may contact me at:

Wendy.briggs@btinternet.com

