

Patient Privacy Notice



The data we obtain from you during your consultation(s):

- Name, address, date of birth, occupational details and contact details (including phone number(s) and email address.
- Medical history inclusive of medications and the GP practice that you are registered with.
- Details about your private health insurance if a claim is to be made.
- Photographs or supporting letters from referring GPs etc may also be included in your records.
- A Consent to Treatment and Acceptance of Privacy Policy must be signed by every patient.

Why is the data obtained?

- The data that we obtain is the minimal necessary to enable us to carry out safe and effective treatments to your feet.
- The data that we obtain is not used for any other purposes beyond providing your foot health treatment and contacting yourself or your GP/Consultant.

Who has access to the data and how is it processed?

- The data is accessed by the foot care professional providing your foot care needs and is stored to ensure the best medical care is given.
- Other Clinic staff may also have access to this data if they act as data handlers for booking your treatment and filing your clinical records.
- In the event of a medical emergency, relevant data that we hold on you may be passed over to emergency services if it is required in your interests.
- Unless the data is legitimately requested by authorised personnel (ie within a legal context), no other persons have access to the data.
- Data will not be passed to third parties.

How is my data stored?

Your clinical records and notes are kept electronically on a hosted cloud-based system designed for healthcare professionals. Our clinic computers and software is all password protected and we regularly update our anti-virus software. We use Barclaycard for all card payment processing and are compliant with PCI DSS (Payment Card Industry Data Security Standards). Manual files are kept in a secure locked cabinet with access only by Clare Beale and other Clinic employees.

How long is data stored?

- Data is typically stored for a minimum of 8 years after the date of your last appointment after which time your data will be destroyed or deleted.

Complaints

- We take your privacy very seriously and will take all reasonable steps to ensure the protection of your data. However, if you have a complaint, please write to us at The Beale Clinic, Warren Farmhouse, Birch Grove Road, Horsted Keynes, West Sussex RH17 7BS or talk to a member of the team. We are registered with the Information Commissioner's Office (Registration No ZA331769) and you also have the right to complain to the ICO.

How can I access my data?

- You can access a copy of your data by contacting Clare Beale to make such a request.