



PATIENT PRIVACY POLICY - SUMMARY

1. PURPOSE OF THIS PRIVACY SUMMARY

This document aims to give you a summary on how Oyster Chiropractic collects and processes your personal data during and after your time as a patient.

The Oyster Chiropractic Practice is the controller and responsible for your personal data (collectively referred to as "Oyster Chiropractic", "we", "us" or "our" in this privacy notice).

Name or title of Data Privacy Manager: **Josie Ellis Ross** Email address: **hello@oysterchiropractic.co.uk**

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk).

2. THE DATA WE COLLECT ABOUT YOU

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together follows:

- **Identity Data** includes title, first name, last name, date of birth and gender.
- **Contact Data** includes email address, home address, billing address and telephone numbers.
- **Special Category Data** includes information about your health.
- **Financial Data** includes payment card details.
- **Transaction Data** includes details about payments to and from you and other details of products and services you have purchased from us.

3. HOW IS YOUR PERSONAL DATA COLLECTED?

We use different methods to collect data from and about you including through:

- Direct interactions. You may give us your Identity, Contact, Special Category and Financial Data when you become a patient.
- Third parties or publicly available sources. We may receive personal data about you from various third parties and public sources as set out below:
 - (a) Referrers: who may provide us with Special Category data to facilitate your treatment with us.
 - (b) Insurance Companies: [details]
 - (c) Solicitors: We may, very rarely, process this type of information where it is needed in relation to legal claims or where it is needed to protect your interests (or someone else's interests) and you are not capable of giving your consent, or where you have already made the information public.



4. PURPOSES FOR WHICH WE WILL USE YOUR PERSONAL DATA

- **Performance of our contract with you**
 - To register you as a new patient or take steps to register you as a new patient.
 - To comply with our obligations under our contract, namely to provide you with the necessary treatment.
- **Legitimate interests**
 - To collect and recover money owed to us.
- **Legal or regulatory obligation**
 - We also rely on the legal or regulatory obligation ground to process your data in some circumstances.

Condition under which we process your special category data

To process your special category we rely on the contractual ground and also the special condition which allows health professionals to process the data for the **purposes of preventative or occupational medicine, and the provisions of health care treatment.**

5. **DISCLOSURES OF YOUR PERSONAL DATA**

- We may have to share your personal data with the parties set out below:
 - **Professional healthcare practitioners** including x-ray reporters to report on x-rays, to facilitate a referral, to keep your GP informed and any locum chiropractors working for us to facilitate your continued treatment.
 - **Service providers** based in UK who provide IT and system administration services.
 - **Professional advisers** including lawyers, bankers, auditors and insurers based in the United Kingdom who provide consultancy, banking, legal, insurance and accounting services.
 - **HM Revenue & Customs, regulators and other authorities** based in the United Kingdom who require reporting of processing activities in certain circumstances.
 - Third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets.

6. **DATA SECURITY**

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

7. **DATA RETENTION**

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for.



8. YOUR LEGAL RIGHTS

Under certain circumstances, you have rights under data protection laws in relation to your personal data.

- **Request access** to your personal information (commonly known as a "data subject access request").
- **Request correction** of the personal information that we hold about you.
- **Request erasure** of your personal information.
- **Object to processing** of your personal information where we are relying on a legitimate interest.
- **Request the restriction of processing** of your personal information. T
- **Request the transfer** of your personal information to another party.
- **Withdraw consent at any time** where we are relying on consent to process your personal data.

If you would like to exercise any of the above rights, please contact Data Privacy Manager in writing.

PLEASE VISIT OUR WEBSITE IF YOU WOULD LIKE TO READ OUR FULL PATIENT PRIVACY NOTICE.