

PRIVACY NOTICE

UK GDPR 2021

This notice explains how Karen Eastwood Osteopathy collects, uses, and protects your personal data.

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Scope

This privacy notice concerns personal data, defined as information relating to any living person (the Data Subject) that is not already in the public domain. The UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and the Privacy and Electronic Communications Regulations (PECR) seek to protect and enhance the rights of UK data subjects – including the safeguarding of personal data and protection against unlawful processing.

Karen Eastwood Osteopathy, ICO registration number 0112f6710155, based at Miller's Yard, Gilligate, York, YO31 7EB (hereafter referred to as the Practice), is pleased to provide the following information.

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Who We Are

The Practice diagnoses and treats musculoskeletal conditions. Treatments are carried out in accordance with the Institute of Osteopathy Patient's Charter. The Practice may also provide other treatments, about which Karen would be pleased to provide more details.

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Personal Data

(a) For the purposes of providing treatment, the Practice may require detailed medical information. We will only collect what is relevant and necessary for your treatment. When you visit, notes will be made which may include details concerning your health, medication, treatment, and other issues affecting your musculoskeletal conditions. This data is held securely and is not shared with anyone not involved in your treatment. To process your personal data, it is a condition of any treatment that you give your explicit consent to document and process your personal medical data. Contact details you provide may be used to send appointment reminders, reports, or other treatment-related information.

(b) For marketing purposes, the Practice may use your contact details to respond to your enquiries, including making telephone contact and emailing information which may be of interest to you.

(c) In making initial contact with the Practice you consent to us maintaining a marketing dialogue with you until you opt out (which you may do at any time) or we decide to desist. The Practice does not broker your data. You may ask to be removed from our marketing database at any time.

(d) Some basic personal data may be collected from marketing forms, surveys, records of correspondence, phone calls, and visits to our website – including Internet Protocol (IP) addresses.

(e) Our website uses cookies to help identify and track visitors and their access preferences. Visitors who do not wish to have cookies placed on their computers should set their browsers to refuse cookies before using the website.

(f) The Practice will only collect the information needed to provide the services you require.

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Legal Basis for Processing Personal Data

To meet our contractual obligations, obtained from explicit patient consent, and legitimate interest in responding to enquiries concerning the services provided.

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Legitimate Interests

To promote treatments for patients with musculoskeletal problems including back pain, neck pain, tennis elbow, frozen shoulders, sciatica, headaches, sports injuries, and other degenerative conditions.

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Consent

By agreeing to this privacy notice you consent to the Practice processing your personal data for the purposes outlined. You may withdraw consent at any time using the contact details provided at the end of this notice.

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Disclosure

The Practice will keep your personal information safe and secure. Only staff engaged in providing your treatment will have access to your patient records, although the administration team will have access to your contact details to make appointments and manage your account. The Practice will not disclose your personal information unless compelled to meet legal obligations, regulations, or valid governmental requests – or to protect against imminent harm to the rights, property, or safety of staff.

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Retention Policy

The Practice 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 legal obligations. After eight years, all personal data will be deleted, unless basic information must be retained to meet future obligations. Records concerning minors will be retained until the child has reached the age of 25.

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Data Storage

All data is held in the United Kingdom.

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Your Rights as a Data Subject

Whilst the Practice holds or processes your personal data, you have the following rights:

- Right to information – you can ask what data is being processed and the rationale for processing.
- Right of access – you may request a copy of the information we hold about you.
- Right of rectification – you may correct data we hold that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you may ask for your data to be erased.
- Right to restriction of processing – where conditions apply, you may restrict processing.
- Right of portability – you may request your data be transferred to another organisation.
- Right to object – you may object to certain types of processing, including direct marketing.
- Right to object to automated processing – including profiling and automated decision-making.

If the Practice refuses a request under rights of access, a reason will be provided, which you have the right to legally challenge. The Practice can confirm what information it holds and how it is processed upon request.

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Information You Can Request

- Identity and contact details of the data controller.
- Contact details of the data protection officer, where applicable.
- The purpose and legal basis for processing.
- Whether processing is based on legitimate interests, and information about those interests.
- Categories of personal data collected, stored, and processed.
- Recipients or categories of recipients to whom data is or will be disclosed.
- How long the data will be stored.
- Details of your rights to correct, erase, restrict, or object to processing.
- Information about your right to withdraw consent at any time.
- How to lodge a complaint with the supervisory authority (ICO).
- Whether providing personal data is a statutory or contractual requirement.
- The source of personal data if not collected directly from you.
- Details of any automated decision-making, including profiling.

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Proof of Identity for Data Access Requests

The Practice will accept the following forms of identification: driving licence, passport, birth certificate, and a utility bill no older than three months. A minimum of one piece of photographic ID and one supporting document is required. If the quality is unsatisfactory, further information may be requested before personal data is released.

All requests should be made to info@kaeosteopathy.com or by calling 07942 328114, or by writing to the address below.

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Complaints

If you wish to make a complaint about how your personal data is being processed, you have the right to complain directly to the Practice. If you do not receive a response within 30 days, you may escalate your complaint to the ICO.

Karen Eastwood Osteopathy	Information Commissioner's Office (ICO)
Miller's Yard, Gilligate York, YO31 7EB	Wycliffe House, Water Lane Wilmslow, SK9 5AF
Tel: 07942 328114	Tel: +44 (0)303 123 1113
Email: info@kaeosteopathy.com	ico.org.uk/global/contact-us/email/
ICO Reg: 0112f6710155	

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