

Our Privacy Policy

The reason for a privacy Statement is due to a change in the Data Protection Act, which now includes new General Data Protection Regulation (GDPR). It informs you of why we collect your personal data and what we do with it.

We and us is with reference to the Rose and Crown Clinic.

When you supply your personal details to us it is stored and processed as follows: -

- 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.
- We have a legitimate interest in collecting that information, because without it we couldn't do our job effectively or safely.
- We also think it is important that we can contact you in order to provide effective care, this includes confirming and making appointments, updating you on matters relating to your care. This constitutes a legitimate interest (although this time it is your legitimate interest).
- Provided we have your consent, we may occasionally send you general health information in the form of articles, advice or newsletters. You may withdraw this consent at any time – just let us know by any convenient method.

We have a legal obligation to retain your records for 8 years after your last appointment (or until you are aged 25, if this is longer), but after this period you can ask us to delete your records if you wish. Otherwise we may retain your records in order that we can provide you with the best possible care should you need to see us at a future date.

Your records may be stored in several ways

1. On paper, in locked filing cabinets, and building is locked out of working hours.
2. Electronically, email addresses may also be kept, with consent, within an online marketing tool (eg. Mailchimp) and card payment services company which are GDPR compliant. No sensitive information is kept. Access to this data is password protected.
3. On our computers and smartphones, emails and phone numbers may be stored to allow us to give you health advice and treatment updates. Emails will be deleted regularly. Access to this data is password protected and devices are locked away at night.

4. Occasionally records are transferred to different clinics to allow continuation of care. Records will be kept in a securely locked bag for transition.

We will never share your data with anyone who does not need access without your written consent. Only the following people will have routine access to your data:-

Practitioners, to provide your treatment

Occasional administrative staff, (eg reception staff), in order to coordinate appointments and diaries.

Online tools (Eg Practice Pal, Mailchimp, Sumup) emails may be saved on their server to provide you with up to date information and receipts.

You have the right to see what personal data of yours we hold, and can also ask us to correct any factual errors. Provided the minimum period has elapsed, you can also ask us to erase your records.

However, we do ask that you keep us up to date with any changes to your personal information so our records are up to date.

We want you to be confident that we are treating your personal data responsibly, and that we are doing everything we can to make sure that the only people who can access this data have a genuine need to do so.

If you feel we are mishandling your personal data in some way, you have the right to complain. Complaints need to be directed to the Data Controller. Your Data Controller is your practitioner/therapist.

We will acknowledge any complaints within 30 days and investigate your concerns fairly, respond without delay and explain the outcome. If you remain dissatisfied, you have the right to complain to the Information Commissioners office (ICO).

Contact information
Rose and Crown Clinic
6 South Street
South Molton
Devon
EX36 4AA