



### **What is a Privacy Notice?**

Under data protection law you, as a patient of The Family Chiropractic & Physiotherapy Centre, have specific rights. To communicate these rights to you in a clear and concise manner, we are providing you with this privacy notice.

### **Who We Are**

We are The Family Chiropractic & Physiotherapy Centre, 13 Leeds Road, Harrogate, North Yorkshire HG2 8AW. Telephone Number 01423 701777, email address [enquiries@family-chiropractors.com](mailto:enquiries@family-chiropractors.com). For the purposes of processing your personal data, we are the controller.

### **Data Protection**

As we record and use sensitive data we take the protection of this data very seriously. Our Centre Manager is your first point of contact for any matters regarding your personal data that we process. The contact details for our Centre Manager are as above.

### **The Personal Data We Process and What We Do with it**

We record and use the following categories of personal data which may include: name, address, date of birth, telephone numbers and email address as standard. We will also be recording medical data to the extent that it is relevant to your case.

### **Sharing your personal data**

We only share your personal data with your explicit consent, where for example we need to contact a third party and give them your contact details in order to facilitate optimum care.

### **Retaining Your Personal Data**

Whilst you are a patient at The Family Chiropractic & Physiotherapy Centre, we will continue to store and use your personal data. We will retain your personal data for a period no greater than 8 years after your last attendance at the Centre. For patients under the age of 18, data will be kept for 8 years after their 18<sup>th</sup> birthday in accordance with our governing body regulations.

### **Your Rights**

As we process your personal data, you have certain rights. These are a right of access, a right of rectification, a right of erasure and a right to restrict processing.

- You may request a copy of your data at any time. Please make such a request in writing or by email to the Centre Manager, whose details are shown above. Please provide the following information: your name, address, telephone number, email address and details of the information that you require.
- If you believe any of the personal data we hold for you is inaccurate or incomplete, please contact us directly and any necessary corrections to your data will be made without undue delay.
- If you believe we should erase your data, please contact the Centre Manager whose details are shown above.
- If you wish us to stop storing or using your data, please contact the Centre Manager, whose details are shown above.
- Where you have provided explicit consent for us to use your data you have a right to withdraw this consent at any time.

**Data Breaches**

Should your personal data that we control be lost, stolen or otherwise be breached, where this constitutes a high risk to your rights and freedoms, we will contact you without delay. We will give you the contact details of the Centre Manager who will be dealing with the breach, explain to you the nature of the breach and the steps we are taking to deal with it.

**Should you wish to complain**

You can contact the ICO via their website: [www.ico.org.uk](http://www.ico.org.uk) should you wish to make a complaint about the way we are processing your personal data.

**Automated Decision Making and Profiling**

We do not use any system which uses automated decision making or profiling in respect of your personal data.