

## **The Vale Foot Clinic : Privacy Notice**

This Privacy Policy describes how and when we collect, use, and share information when you attend an appointment at our clinic, purchase a product from us, contact us, or otherwise use our services. This is to comply with the General Data Protection Regulations (GDPR) 2018.

### **Information we collect**

To aid your treatment you will normally provide us with certain information, such as your name, date of birth, email address, postal address and medical information. We will store your information on an electronic patient record and diary system which is fully password protected. Any hard copies of your information are stored in the clinic in a locked filing cabinet. Access to these files is only provided to podiatrists at the Vale Foot Clinic who are directly involved in your treatment.

### **Why we need your information and how we use it**

We rely on a number of legal bases to collect, use, and share your information, including:

- when it is necessary for the provision of health care that allows us to provide a service to you, such as when we use your information to fulfil your podiatry assessment and treatment, or to provide customer support. We may also use your information to contact you to remind you of your appointment or to discuss your treatment;
- when you have provided your affirmative consent, which you may revoke at any time;
- if necessary to comply with a legal obligation or court order or in connection with a legal claim.

### **Information Sharing and Disclosure**

Information about our patients/customers is important to our business. We share your personal information for very limited reasons and in limited circumstances, as follows:

- Medical professionals. With your consent we will share information with medical professionals such as your GP or consultant to allow continuity of care.
- Service providers. We engage certain trusted third parties to perform functions and provide services to our business, such as external reception services:-
  - Best Reception is the reception service used by the Vale Foot Clinic (they have limited access and have no visibility of any sensitive data or medical history).
  - Writeupp are the medical records service we use to record your data (cloud based data processing).  
We will share your personal information with these third parties, but only to the extent necessary to perform these services.
- Business transfers. If we sell or merge our business, we may disclose your information as part of that transaction, only to the extent permitted by law and with your consent.
- Compliance with laws. We may collect, use, retain, and share your information if we are legally required to.

## Data Retention

We retain your personal information only for as long as necessary to provide you with our services and as described in our Privacy Policy. However, we may also be required to retain this information to comply with our legal and regulatory obligations, to resolve disputes, and to enforce our agreements. The retention of podiatry records is normally a minimum of 8 years, after the last appointment.

## Your Rights

You have a number of rights in relation to your personal information. While some of these rights apply generally, certain rights apply only in certain limited cases. We describe these rights below:

- Access. You have the right to access and receive a copy of the personal information we hold about you by contacting us using the contact information below.
- Change, restrict, delete. You may also have rights to change, restrict our use of, or delete your personal information. In the case of health records these are normally exempt from change and deletion requests.
- Object. You can object to (i) our processing of some of your information based on our legitimate interests and (ii) receiving marketing messages from us after providing your express consent to receive them. In such cases, we will delete your personal information unless we have compelling and legitimate grounds to continue using that information or if it is needed for legal reasons.
- Complain. If you wish to raise a concern about our use of your information (and without prejudice to any other rights you may have), you have the right to do so with the Information Commissioner [www.ico.org.uk](http://www.ico.org.uk)

## How to Contact us

For purposes of the GDPR, we Jane Blasizza and Tanya Milton are the data controllers of your personal information. If you have any questions or concerns, you may contact us via our email [clinic@podiatrywales.co.uk](mailto:clinic@podiatrywales.co.uk). Alternately, you may mail us at:

The Vale Foot Clinic, Dinas Powys Medical Centre, Murch Road, Dinas Powys, CF64 4RE