

Privacy Notice for Patients and Employees – Children & Adults

How we use your personal information?

This notice tells you why Morley Chiropractic Clinic collects information about you and/or your child and how this information may be used.

The health care professionals, who provide your care, maintain records about your health and any treatment or care you have received here or previously. These records help provide you with the best possible health care. Our records are held electronically and on paper, whilst we use a combination of working practices and technology to ensure your information is kept confidential and secure. Records that this clinic holds about you may include the following information:

- Details about you, such as your address, contact details, previous medical history and previous investigations
- Any contact with the clinic has had with you, such as appointments, clinic visits, advice given over the phone or email, emergency appointments etc.
- Notes about your and/or your child's health
- Details about your and/or your child's treatment and care
- Relevant information from other health care professionals

Information may be used within the clinic for clinical audit purposes to monitor the quality of the services we provide. All of your information is held securely digitally or on our premises and may be used for statistical purposes. Where we do this, we take strict measures to ensure that individual patients cannot be identified.

How do we maintain the confidentiality of your records?

We are committed to protecting your privacy and will only use information collected lawfully in accordance with:

- General Data Protection Rules 2018
- Human Rights Act 1998
- Common Law Duty of Confidentiality
- General Chiropractic Council Code of Conduct

Every member of staff who works at Morley Chiropractic Clinic has a legal obligation to keep information about you confidential.

Who do we share your information with?

We only ever pass on information about you to others, if there is a genuine need for it and you have given your consent. This may be your GP, Dentist or other health care professionals, a solicitor or for court proceedings.

We will not disclose any information about you to any third party without your written permission or in case of a child's information the parental consent, unless there are exceptional circumstances (i.e. life or death situations), where the law requires information to be passed on and/or in accordance with the Caldicott principles.

Relevant information may be shared between the practitioners and therapists within the clinic should there be cross referral from one practitioner to another. The sharing of this information will be related to clinically relevant information.

In the event of a positive COVID-19 test by practitioner or by patient, we are required by law to share personal information with NHS Track and Trace. This is done solely for the purposes of contacting patients and providing the appropriate guidance and advice. No third parties will be privy to that information.

Social Media

The Clinic has a Facebook page that is available for general viewing. Personal information is not collated from social media interactions although third parties may track you. You should refer to the privacy policies of the social media channel concerned. If you send us a personal message via social media, the details may be retained by us only as relevant to any ongoing contract or to further our legitimate business interests or as required for legal purposes.

Online Platforms

The Clinics use two integrated clinical software programs

A) Cliniko – an online practice management program. Please visit www.cliniko.com to view their privacy policy.

B) Rehabmypatient – Which provides software for rehabilitation exercise prescription and advice. Please visit www.rehabmypatients.com to view their privacy policy.

Website

The Clinic has a website from which online appointments and online payments can be made using the payment platform *Stripe*. The Privacy policy of the this company and online payment platform can be found on the following link: <https://stripe.com/gb/privacy>

Access to your personal information

You have a right under the General Data Protection Rules 2018 to request access to view or obtain copies of what information Morley Chiropractic Clinic holds about you and to have it amended should it be inaccurate. In order to request this you need to do the following:

- Your request must be made in writing to the clinic
- There is no charge for copies of your file
- We are required to respond to you within 30 days
- You will need to give us proof of name (Photo ID) so that your identity can be verified

Objections/Complaints

Should you have any concerns about how your information is managed at the clinic, please contact the head receptionists (Selina Smith) in the first instance. If you are still unhappy following a review by Clinic Owner Martin Andersen, you can then complain to the Information Commissioner's Office via their website (www.ico.gov.uk)

Change of details

It is important that you tell the person treating you if any of your details such as your name or address have changed or if any of your details such as date of birth is incorrect in order for us to correct it.

Payment Data

Electronic payments are taken by our card reader (Clover Flex Unit administered via First data, soon to be known as Fiserv)) and processed on site. Please visit their website to view their privacy policy. (www.firstdata.com) If appointments are made online via Facebook or the Website, the patient would have the option to pay online through the digital platform 'Stripe.'

Notification & Data Controller

Martin Andersen is registered with the Information Commissioner's Office as the Data Controller for Morley Chiropractic Clinic.