

## Privacy Policy

**Wendy Munro - Sports & Remedial Massage Therapist**

**Cairngorm Clinic, Unit 18-7, Spey Valley Business Park, Dalfaber Ind' Estate, Aviemore, PH22 1ST**

The General Data Protection Regulation (GDPR) comes into effect on 25 May 2018, replacing the Data Protection Act 1998 (DPA). The following sections give information on the personal data I hold about you, how I will use it, store it, who I might share it with, and when I will destroy it.

### **Personal and Health Related Data**

At your first appointment I complete a handwritten Patient Consultation form. This includes your name, address, date of birth and various means of contacting you. Medical, health and lifestyle information are collected, to ensure I give a safe and appropriate treatment. I use your contact details to arrange appointments or discuss any aspects of your treatment.

### **Treatment Records**

These are my handwritten notes detailing what I find in my assessments, what treatment I give you, how you felt immediately after that treatment and any treatment advice or exercises given. I also require these treatment records for insurance purposes. I may prescribe an exercise programme generated from a software package on my computer in which case your name and email address will be used to print and/or email it to you.

It is a condition of my Insurance Policy to retain client records for 10 years following the last occasion on which treatment was given.

### **Sharing of information**

I will not disclose your personal information to a third party unless it is required in order to meet legal obligations, regulations or valid governmental requests. If there are circumstances related to your treatment or on-going care that require the sharing of your records with other healthcare practitioners, GPs, consultants or medical insurance companies I will ask for your written consent unless I have a legal obligation to comply.

### **How and where do I hold your data?**

All Consultation forms and Treatment records are kept in paper format in locked boxes in a locked clinic room. Only I have access to these records and I will take all appropriate steps to protect the confidentiality, integrity, availability and authenticity of your data. After 10 years following the last occasion on which treatment was given, I will destroy your records by shredding them.

### **Your Individual Rights under the General Data Protection Regulation 2018 include:-**

- the right of access to your personal data;
- the right to object to the processing of your personal data;
- the right to restrict the processing of your personal data;
- the right to rectification of your personal data;
- the right to erasure of your personal data;

Further details regarding your rights can be found at:- <https://ico.org.uk/for-the-public/is-my-information-being-handled-correctly/>

## **Privacy Policy**

In exercising your Individual Rights, you should understand that in some situations I may be required to retain some data for taxation, legal, regulatory and insurance purposes.

### **Complaints**

If you are dissatisfied with the way in which I process your personal data, you have the right to complain to the UK's Data Protection Supervisory Authority, the Information Commissioner's Office (ICO). The ICO may be contacted via its website which is <https://ico.org.uk/concerns/> or by calling their helpline on 0303 123 1113.

### **How to contact me**

If you have any questions regarding the use of your data and your Individual Rights, please contact me on **07851 526001** or email [wendy.munro@cairngormclinic.co.uk](mailto:wendy.munro@cairngormclinic.co.uk)