

Data Protection Code of Practice for Clients

This practice complies with the Data Protection Act 1998 and this policy describes our procedures for ensuring that personal information about clients is processed fairly and lawfully.

Personal data that we hold

The personal data that we hold includes:

- Personal details such as your date of birth, address, and telephone number
- Your past and current medical health
- Photographs before and after your treatment
- Information about the treatment that we have provided or propose to provide and its cost
- Notes of conversations about your care
- Records of consent to treatment

We also collect information from you through our website when you complete our on-line form. The information collected may include:

- Name
- e-mail address
- contact telephone number
- other information relevant to your enquiry

Processing data

We will process this personal data in the following way:

- Retaining information

We will retain your treatment records for ten years after your last treatment.

- Security of information

Personal data about you is held in the clinic computer system and/or in a manual filing system. The information is not accessible to the public; only authorised members of staff have access to it. Staff are trained in their legal responsibilities under the Data Protection Act and practical procedures for maintaining confidentiality. We take precautions to keep the clinic premises, filing systems and computers physically secure. Our computer system has secure audit trails and we back-up information routinely.

- Disclosure of information

It is unlikely that we would need to disclose personal information about you to anyone, however if this was needed where possible, you will be informed of these requests for disclosure. Disclosure will take place on a 'need-to-know' basis. We will only disclose information that the recipient needs to have. In limited circumstances or if required by law or a court order, personal data may be disclosed to a third party not connected with your

health care. In all other situations, disclosure that is not covered by this Code of Practice will only occur when we have your specific consent.

Access

You can access the data that we hold about you and to receive a copy by submitting a written request to the Clinic Manager. The clinic must respond to your request no later than 1 calendar month of receipt.

If you do not agree

If you do not wish personal data that we hold about you to be disclosed or used in the way that is described in this Code, you should discuss the matter with your doctor. You should be aware, however, that objecting to how we process your information may affect our ability to provide your treatments.