



HEALING HANDS CHIROPRACTIC are ready for the new General Data Protection Regulations (GDPR) Legislation

Dear all current & new Patients,

<https://healing-hands-chiropractic.co.uk>, whose principal place of practice is at 26 Richmond Hill, Tw10 6RE

It is the responsibility clinic to ensure that all patient's data is compliant and reflects the increased transparency requirements of the new EU [General Data Protection Regulations \(GDPR\)](#) by the 25th May 2018.

Healing Hands Chiropractic, is not exempt from the new GDPR data protection provisions, that will replace the Data Protection Act. So, as you would expect, we have been working over the last few months to ensure your data continues to be safeguarded and protected at all times.

We are committed to maintaining the trust and confidence of our patients to our web site and how personal data is dealt with and stored. We've provided lots of detailed information on when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure.

Previously, the onus of responsibility regarding data protection fell more squarely on the shoulders of the data controller, now these responsibilities are spread over both the controller (clinic owner) and processors (administrative staff).

PERSONAL INFORMATION means any information that may be used to identify you, such as, your name, title, phone number, shoe size, email address, or mailing address. In general, you can browse our web site without giving us any personal information.

IMPLEMENTED GDPR REQUIREMENTS:

GDPR requires that personal data should be:

1. Processed lawfully and in a transparent manner.
2. Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes.
3. Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed.
4. Accurate and, where necessary, kept up to date. Every reasonable step must be taken to ensure that personal data that are inaccurate are rectified or erased without delay.
5. Kept in a form that permits the identification of the individual for no longer than is necessary.
6. Processed in a manner that ensures security against damage, destruction, accidental loss or unauthorised access or usage.

Your Rights under the GDPR:

- **RIGHT TO ACCESS**

You may request a copy of your data at any time. Please make such a request in by email. Please provide the following information: your name, address, telephone number, email address and details of the information you require.

- **RIGHT TO RECTIFY**

If you believe any of the personal data we hold on you is inaccurate or incomplete, please contact us directly and any necessary corrections to your data will be made without undue delay.

- **RIGHT TO ERASE DATA**

If you believe we should erase your data, please contact us at contact@healing-hands-chiropractic.co.uk

- **RIGHT TO RESTRICT PROCESSING**

If you wish us to stop storing or using your data, please email us. Where you have provided explicit consent for us to use your data you have a right to withdraw this consent at any time

REMINDE RS

We consider our free text and email reminder service as part of our service to you, so the data for this will be held separately under the contractual legal basis. We of course, as always, are happy to opt you out of these if they are intrusive or annoying. Just let us know. You can also read more details of how to opt out on https://support.mindbodyonline.com/s/article/203270943-How-can-my-clients-opt-out-of-emails-and-text-messages?language=en_US We will also be using this basis to store contact details for all those who book in online, before they come to see us and for prospective patients (e.g.: made at events).

In order to follow these steps to personally opt out, current and new clients can use the same username and password they used to book their new consultation online and follow the steps above on the link. <https://clients.mindbodyonline.com/ASP/su1.asp> or if you have never created an account please do so on this same mind body link.

CHILDREN'S PRIVACY

If you're aged 13 or under, you need to get permission to consent on our site from your parents or guardian.

CLINIC TRANSACTIONS

Data processing under our business-to-business side of our clinic services shall come under a contractual legal basis. We reserve the right to store or send marketing emails to businesses under this basis. This includes from contacts made at networking events.

DISPOSAL

All data disposed of shall be either shredded or deleted at source.

EMAILS AND WEBFORMS CONTAINING DATA

As we do not send many emails with sensitive data, we have decided not to go down the route of encrypting our emails further. We have however decided that from 25th May 2018 we will only send scanned reports with the condition that you consent and provide your signature in the initial contract.

INSURANCE POLICY CHANGES

Because of issues with payments and also the security of data we decided to change our insurance policies. We are happy to accept patients claiming under their insurance policies and will provide receipts for patients to claim the cost of their sessions with us back. Some claims may be able to be sent through a secure system, so if in doubt please feel free to ask at your appointment. We will do as much as we can to help.

REQUESTS FOR INFORMATION

In line with new GDPR rules, there are changes to freedom of information requests. We will not be charging for the first copy of medical records sent on request (to the patient or insurers). **Healing Hands Chiropractic** ask for formal, written requests for information and may check additional consents before doing complying. In line with the legislation, we reserve the right to charge for additional, vexatious or onerous copies of information.

DATA BREACHES

Should your personal data that we control be lost, stolen or otherwise breached, where this constitutes a high risk to your rights and freedoms, we will contact you without delay. We will explain 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](#). We would, of course, suggest that you contact us first so that we are able to deal with or advise on any issues first.

QUERIES

For any queries or concerns with our GDPR requirements, please contact contact@healing-hands-chiropractic.co.uk or ask any of the administrative staff on your next visit to the clinic.



**General
Chiropractic
Council**



**UNITED
CHIROPRACTIC**
ASSOCIATION