

Privacy Policy

Introduction

This Privacy Policy tells you what The Botley Clinic Ltd will do with your personal information from initial point of contact through to after your treatment has ended, including:

- Why The Botley Clinic is able to process your information and what purpose The Botley Clinic Ltd is processing it for.
- Whether you have to provide it to The Botley Clinic Ltd.
- How long The Botley Clinic Ltd will store it for
- Whether there are other recipients of your personal information
- Whether The Botley Clinic Ltd intend to transfer it to another country
- Whether The Botley Clinic Ltd will do automated decision making or profiling, and
- Your data protection rights.

The Botley Clinic Ltd is happy to chat through any questions you might have about the data protection policy and you can contact The Botley Clinic Ltd via email at: admin@thebotleyclinic.co.uk

'Data controller' is the term used to describe the person/organisation that collects and stores and has responsibility for people's personal data. In this instance, the data controller is Lizzie Elshaw (Director) .

The telephone number to make contact with The Botley Clinic Ltd is 07467 815145. The email address is: admin@thebotleyclinic.co.uk

My lawful basis for holding and using your personal information

The GDPR states that The Botley Clinic Ltd must have a lawful basis for processing your personal data. There are different lawful bases depending on the stage at which The Botley Clinic Ltd is processing your data. These are explained below:

If you have had treatment with The Botley Clinic Ltd and it has now ended, The Botley Clinic Ltd will use legitimate interest as the lawful basis for holding and using personal information.

If you are currently having treatment or if you are in contact with The Botley Clinic Ltd to consider treatment, The Botley Clinic will process your personal data where it is necessary for the performance of our contract.

The GDPR also makes sure that The Botley Clinic Ltd look after any sensitive personal information that you may disclose to The Botley Clinic Ltd appropriately. This type of information is called 'special category personal information'. The lawful basis for The Botley Clinic Ltd processing any special categories of personal information is that it is for the provision of health treatment (in this case counselling, hypnotherapy or chiropractor) and necessary for a contract with a health professional (in this case, a contract between The Botley Clinic Ltd and you).

How I use your information

Initial contact

When you make contact with an enquiry about services offered, The Botley Clinic Ltd will collect information to help satisfy your query. This will include either a telephone number or email address. Alternatively, your GP or other health professional may send your details when making a referral or a parent or trusted individual may give me your details when making an enquiry on your behalf.

If you decide not to proceed The Botley Clinic Ltd will ensure all your personal data is deleted within 1 week. If you would like The Botley Clinic Ltd to delete this information sooner, just The Botley Clinic Ltd know.

While you are accessing treatment.

Rest assured that everything you discuss with The Botley Clinic Ltd is confidential. That confidentiality will only be broken for the reasons explained in the new patient agreement. The Botley Clinic Ltd will always try to speak to you about it first, unless there are safeguarding issues that prevent this.

The Botley Clinic Ltd will keep a record of your personal details to help the treatment services run smoothly. These details are kept securely in a locked filing cabinet and are not shared with any third party.

The Botley Clinic Ltd will keep either electronic or hand written notes of each session, these are kept separate to personal details and are anonymised and stored on an encrypted electronic system or locked in a filing cabinet.

For security reasons The Botley Clinic Ltd does not retain text messages after our next treatment session. If there is relevant information contained in a text message The Botley Clinic Ltd will copy this onto paper or the electronic system and keep with either personal or anonymise it and keep with session notes, whichever is most appropriate. Likewise, any email correspondence will be deleted once it is no longer relevant if it is not important. If necessary The Botley Clinic Ltd will print it and keep with your personal information or anonymise and keep with your session notes.

After treatment has ended.

Once treatment has ended your records will be kept for 3 year from the end of our contact with each other and are then securely destroyed. If you want The Botley Clinic Ltd to delete your information sooner than this, please contact The Botley Clinic Ltd. Please note records will be kept in accordance to the insurers requests.

Third party recipients of personal data

If The Botley Clinic Ltd feels it necessary to share personal data with third parties, for example, where they have contracted with a supplier to carry out specific tasks. In such cases, The Botley Clinic Ltd have carefully selected with partners to work with. The Botley Clinic Ltd takes great care to ensure that any contract with a third party clearly states what they are allowed to do with the data The Botley Clinic Ltd shares with them. The Botley Clinic Ltd ensures that they do not use your information in any way other than the tasks for which they have been contracted.

Your rights

The Botley Clinic Ltd tries to be as open as possible in terms of giving people access to their personal information. You have a right to ask The Botley Clinic Ltd to delete, limit the use, or to stop processing your information all together. You also have a right to ask for a copy of any information that The Botley Clinic Ltd hold's about you and to object to the use of your personal data in certain circumstances. You can read more about your rights at ico.org.uk/your-data-matters.

If The Botley Clinic holds information about you it will:

- Give you a description of it and where it came from;
- Tell you why it is being held and tell you how long The Botley Clinic Ltd will store your data and how this decision was made;
- Tell you who it could be disclosed to;
- Let you have a copy of the information in an intelligible form.

You can also ask The Botley Clinic Ltd at any time to correct any mistakes there may be in the personal information I held about you.

To make a request for any personal information The Botley Clinic Ltd may hold about you, please put the request in writing addressing it to admin@thebotleyclinic.co.uk

If you have any complaint about how The Botley Clinic Ltd handles your personal data please do not hesitate to get in touch with by emailing the contact address above. The Botley Clinic Ltd welcomes any suggestions for improving data protection procedures.

If you want to make a formal complaint about the way The Botley Clinic Ltd have processed your personal information you can contact the ICO which is the statutory body that oversees data protection law in the UK. For more information go to ico.org.uk/make-a-complaint.

Data security

The Botley Clinic Ltd take the security of the data held about you very seriously and as such make every effort to make sure it is kept secure. All information is kept on paper and in secure in lockable filing cabinets or on an encrypted electronic system.

Visitors to the website

When someone visits the website, The Botley Clinic Ltd use a third party service, (GoDaddy.com) to collect standard internet log information and details of visitor behaviour patterns. The Botley Clinic Ltd do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way that does not identify anyone. The Botley Clinic Ltd do not make, and do not allow GoDaddy.com to make any attempt to find out the identities of those visiting the website.

The Botley Clinic Ltd use legitimate interests as the lawful basis for holding and using your personal information in this way when you visit the website.

The Botley Clinic Ltd use GoDaddy.com so that they can continually improve the service to you. You can read Go.Daddy.com privacy notice here <https://www.godaddy.com/en-uk/legal/agreements/privacy-policy?target=blank>.

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Like most websites we use cookies to help the site work more efficiently- find out about our use of cookies. <https://www.godaddy.com/en-uk/legal/agreements/cookie-policy>

No user-specific data is collected by me or any third party. If you fill in a form on the website, that data will be temporarily stored on the web host before being sent to The Botley Clinic Ltd.

