



## Client Privacy Policy

May 2018

When you supply your personal data to this clinic it is stored and processed for three reasons:

- We have a **legal obligation** to maintain medical notes, including lifestyle information and your medical history, in order to provide you with safe and effective treatment.
- We think it's important that we can contact you in order to confirm or change your appointments with us, or to update you on matters related to your medical care. This is classified as a **legitimate interest** under the provisions of GDPR 2016.
- If we have your consent, we may occasionally send you information and news related to the practice, special offers, or general health information in the form of articles and advice. If you change your mind about this consent you can withdraw it at any time – just let us know.

We have a **legal obligation** to retain your medical records for 7 years after your most recent appointment (or after the age of 25, whichever is longer), but after this period you can ask us to delete your information if you want to. If you do not ask us to delete your information we will retain it indefinitely so we can provide you with the best possible care should you need to see us at some future date.

Your medical information and other personal data is kept on paper, in a locked cabinet, and the property is alarmed when vacant. Soft copy backups are held in the cloud, from where it may be accessed via a password protected laptop or mobile device. Information in the cloud is protected by standard commercial encryption.

We will never share your data with anyone who does not need access.

The following people may have access to your data:

- Magic Hands Smart Bowen practitioners, in order to treat you.
- Administrative staff, e.g. bookkeepers and accountants, who may have access to your basic contact information but not to your medical notes.
- Other medical and healthcare professionals to whom referrals are made for your effective treatment. Referrals will not be made without your knowledge and you will be consulted about the information shared.

Your name and mobile phone number and, where relevant to facilitate home visits, your home address, are kept on private mobile phone which is fingerprint protected. Details of your appointments are held on Google Calendar which is accessed via mobile devices which are password protected.

Details of payments made to the clinic by you are held on password protected laptop and backed up regularly to the cloud.

The table below details the kinds of data held/processed and the reasons for each.

Name	To identify clients
Address	To enable contact with clients by post if necessary
Email address	To enable keeping in touch with clients electronically for marketing and other purposes e.g. informing them of updates to this policy.
Phone numbers (work, home and/or mobile)	To enable contact with clients to make and rearrange appointments, advise of emergencies or pass on other time critical information by phone, text or instant messaging.
Age or date of birth	To identify those for whom guardians are required (i.e. under 18) and/or to supplement clients' health information
Medical history	To inform the treatment plan and identify any cautions or contra-indications for Bowen Therapy, for the client's safety
Medication taken	To ensure Bowen Therapy will not adversely affect the Client or the efficacy of their medication.
Occupation	To identify any health impacts or factors affecting treatment arising from the kind of work done by the Client.
Diet/lifestyle information	To inform the treatment plan and to enable advice to be given to the client on improving their overall health.
Appointment details	For diary management purposes
Payments made	For debt and financial management, and tax purposes
Referrals made	To calculate referral discounts earned by clients
Photographs of clients	Where specific consent gained, to enable comparison of postural and other physical issues before and after a course of treatment.
Details of GP	To facilitate medical referrals or necessary consultation about the client's receipt of Bowen Therapy.
Details of each treatment administered	To inform future treatment plans. To record treatment administered and advice given for reference purposes, including responding to any queries, referrals or claims made by the Client or their representatives.