

Privacy notice

The processing of personal data is governed by the General Data Protection Regulation 2016/679 (the GDPR). This legislation will replace current data privacy law, giving more rights to you as an individual and more obligations to organisations holding your personal data.

One of the rights is a right to be informed, which means we have to give you even more information than we do now about the way in which we use, share and store your personal information.

Your personal data will be treated as strictly confidential, and will be shared:

- with named third parties with your explicit consent;
- with the relevant authority such as the police or a court, if necessary for compliance with a legal obligation to which we are subject e.g. a court order;
- with your doctor or the police if necessary to protect yours or another person's life;
- with the police or a local authority for the purpose of safeguarding a children or vulnerable adults; or
- with my regulatory body, the British Acupuncture Council, or my insurance company in the event of a complaint or insurance claim being brought against me; or
My solicitor in the event of any investigation or legal proceedings being brought against me.
You can ask for a copy of your data and change your data permission at anytime

How long do we keep your personal data?

We keep your personal data for no longer than reasonably necessary.

We keep patient records for a period of 7 years in accordance with the British Acupuncture Code of Professional Conduct <https://www.acupuncture.org.uk/public-content/effective-practice/bacc-professional-codes.html>

All client files are kept in locked filing cabinets and only Lee Richards has access to them.

We do have a News letter we send out occasionally, you only receive this if you have subscribed to it.

You can decide how you prefer to be contacted by phone, email or text, we do have a text and email reminder system which you will be added to if you want to be treated by us this can be by text or email or both, hope you understand but without this system we would get a lot of no shows which could potentially put us out of business.

All data stored on our computer system is password protected and have is virus protection.

Emails we send out are all encrypted and only will received encrypted emails keeping your privacy safe and secure.

If you like more information about your data you can contact us and you can contact www.ICO.org.co.uk or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.