

PRIVACY POLICY

In order to run a safe and effective clinical practice, The Bodart Practice gathers and holds certain information about you. The nature of this information will depend on the type of service provided to you. Under data protection law it is important for you to know what this information is, the reason it is being processed, the lawful basis for processing the data, how it is stored and for how long, and your rights in relation to your data.

Dr Natalie Bodart is registered as a data controller with the Information Commissioner's Office (www.ico.org.uk) and your data is kept in accordance with the new data protection laws under the General Data Protection Regulation (GDPR).

INFORMATION COLLECTED

The information we hold will depend on the service we provide to you and may include:

- **Personal information:** your name, date of birth, and address, emergency contact details, and details of other professionals involved in your care. This also includes your contact details such as telephone numbers, video calling details and email addresses.
- **Notes from therapy sessions and other contacts.** This may include audio or image files depending on the work we are doing.
- **Correspondence** from you or other professionals.
- **Information about fees and payments invoiced and paid.**
- **Appointment dates and times.**

Health data is a special category of data which we will need to collect from you for treatment contracts, for example during consultations and therapy.

HOW YOUR DATA IS USED

Your information is used to make contact, share information with you that you have consented to receive, arrange appointments, and gather necessary payments. It may also be used in the case of an emergency in order to keep you safe.

Session notes and correspondence are used to plan and coordinate your care. We will only share the minimum data required with third parties in order to perform the contract we have with you, for example:

- ReCentre Health Ltd & MindBody for the purposes of booking and managing clinic appointments
- Other health care professionals involved in your care
- Your private health insurance company or legal firm where they are provide funding for your treatment

Confidentiality in relation to clinical treatment is further detailed in the client policy that I will ask you to review and consent to at the start of any treatment.

LAWFUL BASIS FOR PROCESSING

We process your data in order to perform the contract we have with you to provide treatments and/or other services.

KEEPING YOUR DATA SAFE

All of the information relating to you and your treatment will be held securely on the clinic's computer system. This is only accessed by those involved in your care and is backed up regularly.

Information will be held for seven years following the end of your treatment.

YOUR RIGHTS

- You have a right to request copies of the data we hold about you. You can request this in writing by email or by post to the clinic address
- You can request corrections of any incorrect data
- You can request the transfer of your data
- You can ask for your data to be deleted

DATA BREACH & COMPLAINTS

Where your personal data has been breached through loss or theft, we will contact you immediately to explain the nature of the breach and how this is being managed.

Should you believe that your data rights have been breached, you can complain to the ICO using the following contact details:

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
United Kingdom

Telephone: (+44) 0303 123 1113 or 01625 545 745