REDHILL & REIGATE OSTEOPATHY, 3a Garlands Road, Redhill, RH1 6NX

PRIVACY POLICY

Redhill & Reigate Osteopathy is committed to protecting and respecting your privacy in accordance to General Data Protection Regulation (GDPR). This policy sets out the basis by which any personal data that we collect from you or you provide will be processed by us. Please read the following carefully.

All information you provide to us is stored on our secure servers. Our secure servers are Blue Zinc I.T. Ltd who provide and host our clinic software TM3. We collect this information when you register or book an appointment online, book an appointment via our virtual reception service (MPL) who are an associate company to Blue Zinc, or by booking directly through the clinic. MPL and Blue Zinc I.T. Ltd are both GDPR compliant.

We may collect the following data about you.

Information you provide to us by filling the registration form on our website www.redhillandreigateoseopathy.co.uk. This includes information collected at the time of registration or when making telephone bookings, subscribing to our service and/or requesting further correspondence from us.

Where we store your personal data.

The data we collect from you is transferred and stored in a UK based destination and thus inside the European Economic Area (EEA). We will take all necessary steps in to ensure your data is held and processed securely accordance to this Privacy policy and the requirements of GDPR.

Where we have given you (or you have chosen) a password which enables you to access a part of our site, you are responsible for keeping this password confidential. We ask you not to share this password with anyone.

Unfortunately, the internet is not entirely secure and although we will do our best to protect your personal data, we cannot guarantee the security of data transmitted to our site and thus the transmission of this data is at your own risk. Once we have received this data we will follow strict security procedures to prevent any unauthorised access.

Why we use this information:

We use this information for the for the necessity and efficiency of running this practice. For the identification and verification of each individual patient and thus enabling us to carry out our obligations to you.

We do not pass on your data to third parties. We do not use cookies.

Access to information:

You have a right to request information we hold about you. We are obliged to forward this information to you within 30 days.

Changes to our privacy policy:

We may from time to time update or change our privacy policy on this page. We may email you of changes if appropriate.

Retention Period:

Information and data collected by the practice will be held for a minimum of 8 years for adults and up to the age of 25 for minors.

Data Protection Concerns and/or Complaints:

If you have concerns or complaints about how your data is, or has been handled at this clinic, then you may request details of our complaint's procedure and complaints form through the contacts listed below.

Contact:

We welcome any comments, questions or requests. Any data subject request or complaints will be handled by Adrian Steel at enquries@redhillandreigateosteopathy.co.uk or though other contact details may be found on our website.