



Privacy Notice

Data Controller: Mrs Jannene Tarrant. ICO Registration ZB385014

Contact Details: Soleus Podiatry Ltd, Canal Way, Ilminster, Somerset TA19 9FE.

Telephone: 01460 52764

Email: info@soleuspodiatry.co.uk

This document provides you with information about how SOLEUS Podiatry clinic uses and manages the personal data held about you, including how it is shared and how confidentiality is maintained.

Who is collecting your data?

All staff involved in your care will need access to your data. Administrative staff use your personal data to inform you of appointment bookings, changes or other important information. Clinical staff administering treatment to you will also have access to your treatment notes, and the medical history that you provide to us. This is essential to be able to provide safe and effective care.

Which personal data do we collect?

Personal data is information about a living, identifiable individual. So long as you can be identified from that information, it becomes your personal data.

An **example** of the types of personal data that **may** be used are:

- Name, address, date of birth, NHS Number and next of kin
- Contact information i.e. telephone number, email etc
- Contacts we have had with you
- Details of diagnosis and treatment
- Allergies and physical or mental health conditions
- Relevant criminal offences, sentences.
- Lifestyle, occupation and social circumstances

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- Your consent. You are able to remove your consent at any time. You can do this by contacting Soleus Podiatry on 01460 52764 and/or info@soleuspodiatry.co.uk
- We have a legal obligation.
- We have a legitimate interest.

How do we collect personal data?

Collection of data about you is always with your explicit consent. When you contact our clinic to register as a patient, you will be asked for a name, contact telephone number and email. You will then be sent a form to complete the rest of the information that we require. **You will be asked to sign your consent before proceeding and you are free to withdraw your consent at any time.**

Why information is collected about you:

We are required to keep a record of the treatment you receive as one of our patients. A detailed medical history helps to ensure that you receive the best possible care from us by informing our diagnoses and decisions/recommendations regarding treatment. Full information is therefore readily available if you see another healthcare practitioner for treatment eg GP, nurse, specialist. Holding health and treatment data also helps us to identify where training is required and any new services may be identified.

Our regulatory body, the Health and Care Professions Council, require for their standards of proficiency that we are “able to make reasoned decisions to initiate, continue, modify or cease treatment or the use of techniques or procedures”. Also “record the decisions and reasoning appropriately and recognise that they are personally responsible for and must be able to justify their decisions”.

It is for these reasons that we are unable to continue with your treatment if you do not consent to collection of personal and health information.

More information about the HCPC standards for proficiency can be found at www.hcpc-uk.org/publications/standards/index.asp?id=41

We may use personal data for the following purposes:

- To audit treatments
- To plan and manage the diary
- To learn and improve our skills

Contacting you

We will only contact you regarding appointment scheduling and related matters, unless you have given consent to receive marketing emails and newsletters.

Who do we share personal data with?

It can be very helpful to share relevant information about your condition(s) with other healthcare providers for the furtherance of your care/treatment, or where there is a legal requirement. We will only share the minimum amount of personal data required, and only to the person intended.

We do not sell lists of contact information to third parties. Your information is never shared without your consent unless the law requires it.

How long do we retain your records?

We have a legal requirement to keep your healthcare record for 8 years after the date of your last contact (or for children, until their 25th birthday). They are destroyed once the retention period has been met and the decision has been made that they are no longer required. For more information please see the Record Management Code for Practice for Health and Social Care 2016.

How is your personal data kept safe and secure?

We are committed to securing your personal information from unauthorised access, use or disclosure. All of our current records are in a cloud-based patient management system (Cliniko). Data stored in this system is protected by password log-ins, and pin protected hardware.

Information provided in confidence will only be used for the purposes advised and consent given by the individual to whom the information relates, unless required by law.

Online Information:

The Soleus Podiatry Facebook and website pages are intended for information purposes only.

You may use them as a platform to make contact with us but you are encouraged not to share personal information on public forums or websites. Please see our separate website use policy

<https://soleuspodiatry.co.uk/privacy-policy/#:~:text=We%20confirm%20that%20we%20will,when%20you%20visit%20this%20site.>

Can I see my information?

Under the Data Protection Act 1998 a person may request access to information (with some exemptions) that is held about them by an organisation. This is known as the Right of Subject Access. If you require access to your health records you must make a written request to the data controller.

For more information about how you can access your records please visit

<https://ico.org.uk/for-the-public/personal-information/>

We can only provide access to information we hold.

Raising a concern:

If you have a concern about any aspect of your care or treatment with this company as a client or a member of staff, or about the way your records have been managed, please contact the Director.

Additionally, you have a right to complain to the Information Commissioner if ever you are unsatisfied with the way Soleus Podiatry has handled or shared your personal information:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5A

Tel: 0303 123 1113

www.ico.org.uk

Changes to this Statement:

This Privacy Notice will occasionally be updated to reflect company and customer feedback. We encourage you to periodically review this Notice to be informed of how we are protecting your information.

Jannene Tarrant, Podiatrist HCPC registration CH22337

Director, Soleus Podiatry Limited. Registered address, Canal Way, Ilminster, TA19 9FE

Registration number ZB375014