

# Privacy Policy

*True Health Clinics, 34 Cambridge Road, Godmanchester, Huntingdon PE29 2BT*

## Who are we?

*True Health Clinics Unlimited* is the data controller (Registered Office: 34 Cambridge Road, Godmanchester, Huntingdon, Cambridgeshire, UK PE29 2BT. True Health Clinics is a trading style of True Health Clinics Unlimited Registered in England & Wales, Reg No: 6848657 ). This means we decide how your personal data is processed and for what purposes.

## Whose information does this privacy policy apply to?

This privacy policy applies to information we collect from:

- patients;
- prospective patients;
- former patients;
- people who subscribe to our newsletters;
- visitors to our website;
- job applicants and our current and former employees.

## What is personal data?

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession. Examples of personal data we may hold about you include your contact and appointment details.

Special category data is a sub-category of personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation. Examples of special category data we may hold about you include your patient notes.

## How do we process your personal data?

We comply with our obligations under the GDPR by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access

and disclosure and by ensuring that appropriate technical measures are in place to protect personal data. We use your personal data for the purposes set out below.

**Sections 1 – 16 apply to our patients, prospective patients, former patients and visitors to our clinic**

1. We use your name, address, telephone number and email address to make and rearrange appointments. We are unable to send or receive encrypted emails so you should be aware that any emails we send or receive may not be protected in transit. We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send us is within the bounds of the law.
2. We use your name, address, telephone number and email address, only if we have your explicit consent, to send you marketing materials. We are unable to send or receive encrypted emails so you should be aware that any emails we send or receive may not be protected in transit. We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send us is within the bounds of the law.
3. Some patients and prospective patients return pre- 1<sup>st</sup> appointment questionnaires or tell us about their medical conditions and medication by email or online enquiry forms. We are unable to send or receive encrypted emails so you should be aware that any emails we send or receive may not be protected in transit. We will also monitor any emails sent to us, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send us is within the bounds of the law.
4. We keep a permanent attendance register which records all appointments for patients attending our clinic to keep a record of when you were treated for tax purposes and to secure potential evidence in the event of a criminal prosecution, civil litigation, insurance claim or complaint to our regulatory bodies.
5. We may use your date of birth to help identify patients with the same name to avoid mistakes being made as to safe and appropriate treatment, for identification purposes if referring a patient to another health practitioner, and for identification purposes if writing to a registered medical practitioner so that they correctly identify the patient.

6. We use your presenting complaint and symptoms reported by you for the purposes of making a full traditional diagnosis, formulating treatment strategy and treatment planning.
7. We use any relevant medical and family history you have told us for making a full traditional diagnosis, formulating treatment strategy and treatment planning.
8. We use your GP's name and address in the event that we need to contact your GP including in an emergency and because it is a mandatory requirement of our Professional Conduct codes.
9. We use our clinical findings about your health and wellbeing for making a full traditional diagnosis, and formulating treatment strategy and treatment planning.
10. We keep a record of and refer to that record of any treatment given and details of progress of your case, including reviews of treatment planning to enable us to: review the full traditional diagnosis, treatment strategy and planning; and to secure evidence in the event of criminal proceedings, civil litigation, an insurance claim or complaint.
11. We record and use any information and advice that we have given, especially when referring patients to any other health professional, to help you to receive the most appropriate treatment and to secure evidence in the event of criminal proceedings, civil litigation, an insurance claim or complaint.
12. We record any decisions made in conjunction with you to help you to receive the most appropriate treatment and to secure evidence in the event of criminal proceedings, civil litigation, an insurance claim or complaint.
13. We keep accident records for any patients, visitors or staff who are involved in accidents at our clinic in accordance with UK Health and Safety legislation including the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) to comply with the law and to secure evidence in the event of criminal proceedings, civil litigation, an insurance claim or complaint.
14. In the event of an adverse incident occurring to any of our patients we report the matter to our professional registering bodies and our insurance company to enable the insurance company to deal with any potential claims and to help our professional bodies to develop safe practice guidelines, as well as

providing research data and information for our professional bodies' insurers and other interested parties.

15. Where relevant we maintain records of the patient's consent to treatment, or the consent of their next-of-kin in order to be able to prove that the patient (and/or parent/guardian/next of kin) has given informed consent to treatment to secure evidence in the event of a civil claim, criminal prosecution, insurance claim or complaint.
16. We store records in both electronic and physical form. Electronic records will be stored on password or passcode protected equipment. Physical records are stored in filing cabinets manned by office staff in a secured building.

### **Sections 17-18 apply to those who complain about our services**

17. When we receive a complaint from a person we make up a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint.

We will only use the personal information we collect to process the complaint and to check on the level of service we provide. We usually have to disclose the complainant's identity to whoever the complaint is about. If a complainant doesn't want information identifying him or her to be disclosed, we will try to respect that. However, it may not be possible to handle a complaint on an anonymous basis. We may need to provide personal information collected and processed in relation to complaints to our professional registration bodies or our insurance company.

We will keep personal information contained in complaint files in line with our retention policy. This means that information relating to a complaint will be retained for two years from closure. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

Similarly, where enquiries are submitted to us we will only use the information supplied to us to deal with the enquiry and any subsequent issues and to check on the level of service we provide.

18. We store records in both electronic and physical form. Electronic records will be stored on password or passcode protected equipment. Physical records are stored in filing cabinets manned by office staff in a secured building.

### **Sections 19 and 21 apply to subscribers to our newsletters**

19. We maintain and use records of subscribers to our newsletters, only with their consent, for marketing purposes.

20. We use third party providers, (Mail Chimp, Bookeyo, Jane), to deliver our e-newsletters. We gather statistics around email opening and clicks using industry standard technologies including clear gifs to help us monitor and improve our e-newsletter. For information, please see privacy notices: <https://mailchimp.com/legal/privacy/>, <https://jane.app/legal/privacy-policy>
21. We store newsletters data in electronic form on password or passcode protected equipment and on secure servers of the above service providers.

### **Sections 22 – 27 apply to our website users**

22. When someone visits our website we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website. If we do want to collect personally identifiable information through our website, we will be up front about this. We will make it clear when we collect personal information and will explain what we intend to do with it.
23. We use website cookies to improve user experience of our website by enabling our website to 'remember' users, either for the duration of their visit - using a 'session cookie' - or for repeat visits - using a 'persistent cookie'.
24. Our website search is powered by Google. Search queries and results are logged anonymously to help us improve our website and search functionality. No user-specific data is collected by us or any third party.
25. We use a third party service Paragon Internet Group t/a Tsohost to help maintain the security and performance of our website. To deliver this service it processes the IP addresses of visitors to our website.
26. We use a third-party services of Paragon Internet Group t/a Tsohost, WordPress.com, Jane.app to host our website including publishing our blog and our online appointment system. We use a standard Google Analytics and Tsohost analytics services to collect anonymous information about users' activity on the site, for example the number of users viewing pages on the site, to monitor and report on the effectiveness of the site and help us improve it. Tsohost and WordPress.com require visitors that want to post a comment to enter a name and email address. Jane.app require visitors that want to manage their appointments to enter name, email address, home address,

contact phone numbers and date of birth. Jane.app is used for securely entering and storing your medical information and is our preferred platform for video consultations. If users choose to pay online, we use Stripe, Squareup and Jane.app facilities where users will be required to enter their name, address, email address and payment details. We use physitrack.com for exercise prescription services. Limited patient's information is shared with physitrack.com (such as name, date of birth, email and phone number) for the purpose of identifying patients and for exercise prescription notification and tracking purposes. For more information please see:

<https://www.tsohost.com/legal/privacy-policy>;

<https://en-gb.wordpress.org/about/privacy/>;

<https://jane.app/legal/privacy-policy>

<https://stripe.com/gb/privacy>

<https://squareup.com/gb/en/legal/general/privacy>

[https://policies.google.com/privacy?hl=en\\_GB](https://policies.google.com/privacy?hl=en_GB)

<https://support.physitrack.com/article/721-what-types-of-data-are-stored-by-physitrack>

27. We store website data in electronic form on password or passcode protected equipment and on secure servers of the above service providers.

### **Sections 28 to 33 apply to job applicants, current and former employees**

28. We are the data controller for the information job applicants provide during the process.

- All of the information you provide during the process will only be used for the purpose of progressing your application, or to fulfil legal or regulatory requirements if necessary.
- We will not share any of the information you provide during the recruitment process with any third parties for marketing purposes or store any of your information outside of the European Economic Area. The information you provide will be held securely by us whether the information is in electronic or physical format.
- We will use the contact details you provide to us to contact you to progress your application. We will use the other information you provide to assess your suitability for the role you have applied for.
- We do not collect more information than we need to fulfil our stated purposes and will not retain it for longer than is necessary.

- The information we ask for is used to assess your suitability for employment. You don't have to provide what we ask for but it might affect your application if you don't.
- We ask you for your personal details including name and contact details. We will also ask you about your previous experience, education, referees and for answers to questions relevant to the role you have applied for.
- We shortlist applications for interview.

29. If we make a conditional offer of employment we will ask you for information so that we can carry out pre-employment checks. You must successfully complete pre-employment checks to progress to a final offer. We are required to confirm the identity of our staff, their right to work in the United Kingdom and seek assurance as to their trustworthiness, integrity and reliability.

You will therefore be required to provide:

- Proof of your identity – you will be asked to attend our clinic with original documents, we will take copies.
- Proof of your qualifications – you will be asked to attend our clinic with original documents, we will take copies.
- You will be asked to complete a criminal records declaration to declare any unspent convictions.
- We will contact your referees, using the details you provide in your application, directly to obtain references.
- If we make a final offer, we will also ask you for the following:
  - Bank details – to process salary payments
  - Emergency contact details – so we know who to contact in case you have an emergency at work.

30. If you are successful, the information you provide during the application process will be retained by us as part of your employee file for the duration of your employment plus 6 years following the end of your employment. This includes your criminal records declaration, fitness to work, records of any references.

If you are unsuccessful at any stage of the process, the information you have provided until that point will be retained for 6 months from the closure of the recruitment process.

Information generated throughout the assessment process, for example interview notes, is retained by us for 6 months following the closure of the recruitment process.

31. All of the information gathered during the application process is taken into account to make final recruitment decisions.

32. You are able to ask about decisions made about your application by speaking to Irina or Alan Szmelskyj or by emailing [info@truehealthclinics.com](mailto:info@truehealthclinics.com).

33. We store records in both electronic form. Electronic records will be stored on password or passcode protected equipment.

### **Sharing your personal data**

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, for example a court order;
- with local health protection teams or Public Health England when the law requires us to share data for public health reasons, for example to prevent the spread of infectious diseases or other diseases which threaten the health of the population;
- 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;
- with our regulatory bodies, or our insurance companies in the event of a complaint or insurance claim being brought against us;
- our solicitor in the event of any investigation or legal proceedings being brought against us.

For further details about the situations when information about you might be shared please see the Information Commissioner's website at <https://ico.org.uk/for-the-public/personal-information/sharing-my-info/>

### **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 10 years (in the case of patients under 18 years of age until the patient reaches the age of 25) to further continuity of treatment if the patient do not receive treatment for a certain period of time, then returns for treatment at a later date.

We keep employee records for a period stated in section 30 in case of any legal claims/complaints and for safeguarding purposes etc.

Patients' and employees' data will be kept up-to-date and as accurate as possible. At any time you may request that changes are made to your contact details.

At the end of retention period, physical (paper) records will destroyed by finely shredding them and digital records will be securely permanently deleted.

In the event of True Health Clinics Unlimited ceasing trading, all personal data will be securely deleted or physically destroyed by shredding unless it is required to be retained for legal or tax reasons.



## Your rights and your personal data

Unless subject to an exemption under the GDPR, you have certain rights with respect to your personal data as set out below.

- The right to request a copy of your personal data which we hold about you.
- The right to request that we correct any personal data if it is found to be inaccurate or out of date.
- The right to request your personal data is erased where it is no longer necessary for us to retain such data.
- The right to withdraw your consent to the processing at any time. This right does not apply where we are processing information using a lawful purpose other than consent.
- The right to request that we provide you with your personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), (where applicable) [This right only applies where the processing is based on consent or is necessary for the performance of a contract with you and in either case the we are processing the data by automated means].
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing.
- The right to object to the processing of personal data, (where applicable) [This right only applies where processing is based on legitimate interests (or the performance of a task in the public interest/exercise of official authority); direct marketing and processing for the purposes of scientific/historical research and statistics].
- The right to be informed if your data is lost. We shall also inform the Information Commissioner's Office in accordance with the time limits in the GDPR.
- The right to lodge a complaint with the Information Commissioner's Office.

For further details about these rights please see the Information Commissioner's website at <https://ico.org.uk/for-the-public/is-my-information-being-handled-correctly/>

## Further processing

If we wish to use your personal data for a new purpose, not covered by this Privacy Policy, then we will provide you with a new policy explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

## Contact Details

To exercise all relevant rights, queries of complaints please in the first instance contact us at [info@truehealthclinics.com](mailto:info@truehealthclinics.com) or write to *True Health Clinics, 34 Cambridge Road, Godmanchester, Huntingdon PE29 2BT.*

You can contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

## Temporary Additional COVID-19 Test and Trace Privacy Notice

### Recording customer details: how we use your information

To support NHS Test and Trace (which is part of the Department for Health and Social Care) in England, we have been mandated by law to collect and keep a limited record of staff, customers and visitors who come onto our premises for the purpose of contact tracing.

By maintaining records of staff, customers and visitors, and sharing these with NHS Test and Trace where requested, we can help to identify people who may have been exposed to the coronavirus.

As a customer/visitor of True Health Clinics you will be asked to provide some basic information and contact details. The following information will be collected:

- the names of all customers or visitors, or if it is a group of people, the name of one member of the group
- a contact phone number for each customer or visitor, or for the lead member of a group of people
- date of visit and arrival time and departure time

The venue/establishment as the data controllers for the collection of your personal data, will be responsible for compliance with data protection legislation for the period of time it holds the information. When that information is requested by the NHS Test and Trace service, the service would at this point be responsible for compliance with data protection legislation for that period of time.

The NHS Test and Trace service as part of safeguarding your personal data, has in place technical, organisational and administrative security measures to protect your personal information that it receives from the venue/establishment, that it holds from loss, misuse, and unauthorised access, disclosure, alteration and destruction.

In addition, if you only interact with one member of staff during your visit, the name of the assigned staff member will be recorded alongside your information.

NHS Test and Trace have asked us to retain this information for 21 days from the date of your visit, to enable contact tracing to be carried out by NHS Test and Trace during that period. We will only share information with NHS Test and Trace if it is specifically requested by them.

For example, if another customer at the venue reported symptoms and subsequently tested positive, NHS Test and Trace can request the log of customer details for a particular time period (for example, this may be all customers who visited on a particular day or time-band, or over a 2-day period).

We will require you to pre-book appointments for visits and to complete a form online or on arrival.

Under government guidance, the information we collect may include information which we would not ordinarily collect from you and which we therefore collect only for the purpose of contact tracing. Information of this type will not be used for other purposes, and NHS Test and Trace will not disclose this information to any third party unless required to do so by law (for example, as a result of receiving a court order). In addition, where the information is only collected for the purpose of contact tracing, it will be destroyed by us 21 days after the date of your visit.

However, the government guidance may also cover information that we would usually collect and hold onto as part of our ordinary dealings with you (perhaps, for example, your name, date of birth and phone number). Where this is the case, this information only will continue to be held after 21 days and we will use it as we usually would, unless and until you tell us not to.

Your information will always be stored and used in compliance with the relevant data protection legislation.

The use of your information is covered by the General Data Protection Regulations Article 6 (1) (c) – a legal obligation to which we as a venue/establishment are subject to. The legal obligation to which we're subject, means that we're mandated by law, by a set of new regulations from the government, to co-operate with the NHS Test and Trace service, in order to help maintain a safe operating environment and to help fight any local outbreak of corona virus.

By law, you have a number of rights as a data subject, such as the right to be informed, the right to access information held about you and the right to rectification of any inaccurate data that we hold about you.

You have the right to request that we erase personal data about you that we hold (although this is not an absolute right).

You have the right to request that we restrict processing of personal data about you that we hold in certain circumstances.

You have the right to object to processing of personal data about you on grounds relating to your particular situation (also again this right is not absolute).

If you are unhappy or wish to complain about how your information is used, you should contact a member of staff in the first instance to resolve your issue.

If you are still not satisfied, you can complain to the Information Commissioner's Office. Their website address is [www.ico.org.uk](http://www.ico.org.uk).

We keep our privacy notice under regular review, and we will make new versions available on our privacy notice page on [www.truehealthclinics.co.uk](http://www.truehealthclinics.co.uk). This privacy notice was last updated on 23 September 2020.