

North East Surrey College of Technology Privacy Notice – Clinic Patients

Notice about how we use your personal information

We are the data controller of personal information about you. We are: North East Surrey College of Technology (Nescot). Our address is: Reigate Road, Ewell, Surrey, KT17 3DS.

Our Data Protection Officer is Susanne Wicks. If you have any questions about this policy or the ways in which we use your personal information, please contact our Data Protection Officer at dataprotection@nescot.ac.uk, 0208 394 3004.

This privacy notice has been prepared in accordance with the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR).

You have certain rights, including how to get a copy of your data, how to get it corrected or deleted, and how to complain. **These rights are set out in more detail below.**

The information we collect about you and why we collect it

- Personal information (such as name, date of birth, address and contact details)
- Appointment attendance records
- Medical and health records
- Treatment notes (including systems review)

For the purposes of providing treatment, all Osteopaths require detailed medical and health related information. We will only collect what we consider is relevant and necessary for our assessment and your treatment. When you visit our practice, we make notes, including details concerning your medical history, medication, our osteopathic assessment, your treatment and other relevant issues affecting your health and well-being.

We are a teaching clinic, so patient data may be used, discussed and analysed for the education of our students. This data will be anonymised for any reports, essays or dissertations that may need to be viewed externally.

We won't hold any more data than is necessary to carry out your treatment, our student's education and your appointment management.

The legal basis on which we collect and use your personal information

The legal basis for processing your personal data is to meet our contractual obligations obtained from explicit Patient Consent and our legitimate interest to respond to enquiries concerning the services we provide.

How long we keep your personal information

We follow the Osteopathic Practice Standard D6 (3) which state that you should keep patient records:

- for a minimum of eight years after their last consultation;
- if the patient is a child, until their 25th birthday.

How we share your personal information

We may share the personal information that you give us with the following organisations (or types of organisation) for the following purposes.

Organisation / type of organisation:

- GP or Specialist referral (e.g. physio).

Purpose: in the event of a referral we may write to the patient's physician, however patient consent is gained prior to this and it is recorded in the GP Consent book.

We may also share your personal information with third parties who provide services to the College.

Organisation / type of organisation:

- Insurance companies, on request with patient's consent - in the event of a claim following an accident or if the patient's healthcare policy required a summary of the treatments provided.

How we transfer your personal information outside Europe

We do not store or transfer your personal data outside Europe.

Automated decisions we make about you

We do not make automated decisions using this information.

Data Security

- Personal information in the form of paper records are kept in a locked filing cabinet, drawer or other secured area.
- Personal information in the form of electronic records are kept on firewall protected servers and accessed through password protected systems.

Your rights over your personal information

You have a number of rights over your personal information, which are:

- the right to make a complaint to the Information Commissioner's Office (ICO) if you are unhappy about the way your personal data is being used – please refer to the ICO's website for further information about this (<https://ico.org.uk/>);
- the right to ask us what personal information about you we are holding and to have access to a copy of your personal information. Our data subject access request form is available [online](#).
- the right to ask us to correct any errors in your personal information. Our Change of Details form is available [online](#).
- the right, in certain circumstances such as where our use of your personal information is based on your consent and we have no other legal basis to use your personal information, to ask us to delete your personal information;
- the right, in certain circumstances such as where we no longer need your personal information, to request that we restrict the use that we are making of your personal information;
- the right, in certain circumstances, to ask us to review and explain our legitimate interests to you; and
- the right, where our use of your personal information is carried out for the purposes of an agreement with us and is carried out by automated means, to ask us to provide you with a copy of your personal information in a structured, commonly-used, machine-readable format.

Changes to our Privacy Policy

We keep our privacy policy under regular review and will update it from time to time to make sure it remains up-to-date and accurate.