

Privacy Policy: Oxford Acupuncture, Sandy Steele

This notice is to explain why I collect your personal data and what I do with it. Having a Privacy policy is a requirement under the newly revised (2018) General Data Protection Regulation (**GDPR**).

This information is available in hard copy and on my website at <https://www.oxford-acupuncture.co.uk> . Terms from the act are indicated in **bold** below.

Name of **Data Controller**: Sandy Steele

When you supply your personal details to me, when we communicate by email and when I take notes in the clinic, this information is stored and processed for 3 reasons in line with GDPR:

1. I need to collect personal information about your health in order to provide you with the best possible treatment. Your requesting treatment and my agreement to provide that care constitutes in law an (unwritten) **contract**.
2. I have a **legitimate interest** in collecting that information, because without it I could not practice acupuncture effectively and safely.
3. I keep records of your contact information because I think that it is important that I can contact you in order to confirm your appointments with me or to update you on matters related to your medical care. This again constitutes a **legitimate interest**,

I have a **professional obligation** to retain your records for 7 years after your most recent appointment (or 7 years after you have reached age 25 if this is longer). I will destroy (via a professional shredding service) any file that has been in my possession for 8 years after the most recent appointment.

Your clinical records are stored only on paper, in individual paper files, and in a locked cabinet.

Your emails are stored in an online file within my email program which is password protected.

I keep a file on my password protected computer at home which stores receipts which I provide for people who request them. These receipts record dates of acupuncture appointments and names and addresses of clients. I am the only person who has access to your records, invoice files and emails.

I will never share your information with anyone who does not have a legal right of access without your written consent.

You have the right to see what personal data of yours I hold, and you can also ask me to correct any factual errors. I am legally required to respond to any request from a client to see their personal data within a timescale of 30 days.

In the event that anything should happen to me which would render me unable to oversee your data, I have entrusted the handling of your data to my partner Greg Lampert, who is also an acupuncturist.

I want you to be absolutely confident that I am treating your personal data responsibly. I will do ensure to the best of my ability that the only people who can access your data have a genuine need to do so. In the case of my practice this would only apply in the situation of me needing to make a referral to another health professional.

If you feel that I am mishandling your personal data in any way, you have the right to complain. Please first raise your concern with me, as I hope very much I would be able to address it. However, you can also raise a concern directly with the Information Commissioner's Office at <https://ico.org.uk/concerns/>