

## PRIVACY NOTICE

(Why we collect your personal data and what we do with it)

When you supply your personal details to this clinic the records are stored and processed for **4** reasons (the words in bold are the relevant legal terms used in the **GDPR**<sup>1</sup>- the law):

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 care (treatment) constitutes a **contract**. You can, of course, choose not to provide the information. If you were to choose not to provide the information I would not be able to provide care.
2. I have a "**Legitimate Interest**" in collecting information about you. Without the information I would not be able to carry out my job effectively and safely.
3. I am also of the opinion that it is important for your care to be able to contact you in order to confirm or change your appointments with me and to update you on matters relating to your care. Again, this constitutes "**Legitimate Interest**", but this time it is *your* legitimate interest.
4. Provided that I have your **consent** I may occasionally send you general health information in the form of articles, advice, or newsletters. You may withdraw this consent at any time through contacting me.

I have a **legal obligation** to retain your records for 8 years after your most recent appointment, (or until you reach 25, if this is longer). After this period you may ask us to delete your records if you so wish. If not I will retain your records indefinitely in order that I can provide you with the best possible care should you need to see me at a date in the future.

## STORAGE OF YOUR RECORDS

Your records are stored on paper, in locked filing cabinets. The building is always locked out of working hours. Letters and reports are written and stored on my computer. The computer is kept safe, password protected, and backed up regularly.

I will not share your data with anyone unless I have first obtained your explicit (written) consent. I, **Bjorn Hennius**, am the only person with routine access to your data.

There are times when I have to allow other persons access to your data (not your medical data). I will make sure that they are fully aware that they must treat the information as confidential and that they sign a non-disclosure agreement.

You have the right to see what personal data of yours I hold and you can ask me to correct any factual errors. Provided the legal minimum time period has elapsed, you can also ask me to erase your records.

I want you to be absolutely confident that I am treating your personal data responsibly and that I am doing everything I can to make sure that the only people to access that data have a genuine need to do so.

If you feel that I am mishandling your personal data in any way you have the right to complain. Complaints need to be sent to me, (the "**Data Controller**"), at:

**Bjorn Hennius, Chiropractor**  
**Email: [bjornan@hotmail.co.uk](mailto:bjornan@hotmail.co.uk)**  
**Mobile: 07734255106**  
**Address: 15, Thornhill Street, Cardiff CF5 1RD**

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<sup>1</sup> GDPR – General Data Protection Regulation – ie: the law.

If you are not satisfied with my response you have the right to raise the matter with the **ICO**<sup>2</sup>.

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<sup>2</sup> ICO – Information Commissioner’s Office.