

Privacy Policy

1. Avondale Chiropractic collect personal and sensitive data as an essential part of the patient care process.

Patient record cards are stored as paper copies in locked storage in the clinic room that is locked when not occupied.

Information collected on your record card will only be used to provide the best possible care and may include:-

- Personal details, address, contact details, medical history and previous investigations
- Details about your health, treatment and care
- Relevant information from other health care professionals

2. Contact details (name, mobile number, address and email address) may also be kept electronically with appropriate security measures.
3. Avondale Chiropractic is committed to safeguarding your personal information. Whenever you provide such information we are legally obliged to use you information in line with all applicable laws concerning the protection of personal information including the GDPR legislation.
4. Information will not be shared unless you have requested sharing with other health professional / GP / consultant / therapist, solicitor or for a court proceeding. We will not disclose any information to any third party without your written consent unless we are legally obliged to do so.
5. Avondale Chiropractic may contact you to book or confirm appointments, by phone, SMS or e-mail.
6. If you are a patient under 16, parent / guardian signed consent will be required. Children's personal data is stored in the same way as adult data.
7. We are required to maintain patient records for a minimum of 8 years following your last treatment. Children's data is retained for 8 years after they turn 16 or as above if treatment is continued into adulthood. This is in accordance with legal and General Chiropractic Council (GCC) Code of Conduct regulations.
8. You have the right to access the data held on you, to request rectification of errors, or to request erasure of data. You may request copies of your records. We will need to verify your identity before releasing any information, so may ask for passport, driving licence and or recent utility bill.
9. If a data breach occurs anyone affected will be contacted if feasible without delay unless the breach is unlikely to result in risk to individuals.

Should you have any concerns about how your information is managed please contact Ann Williams. If you are still unhappy you can complain to the information Commissioner's Office via their website. (www.ico.gov.uk)