

## PRIVACY POLICY

I take the privacy rights of my patients very seriously. This privacy policy sets out how I deal with your 'personal information', that is, information that could identify, or is related to the identity of, an individual.

### What personal information do I collect?

In order to prescribe treatment for you, I will ask you to provide certain information. This includes:

- Name
- Date of birth
- Home address
- Email address
- Telephone number
- Medical history
- GP details

Over time, I will add details of the conditions for which you have consulted me and the remedies and other therapies that I have prescribed or recommended.

### How do I collect this personal information?

All the information collected is obtained directly from you. The information is collected during the initial consultation and follow up consultations. It is also collected in forms that are filled in before the initial consultation and may also be from conversations by email or telephone before the initial consultation. At the point at which you provide your personal information before the initial consultation, I will also request that you provide consent for me to store and use your data by reading and signing my data protection policy. Your consent is required to ensure my compliance with data protection legislation. Subsequently, I will add to this initial information with details of the consultations you hold with me along with any other contact we have by email or telephone.

Before your initial consultation I will also ask if you give consent for your email address and name to be added to my newsletter mailing list.



### How do I use this personal information?

I use your personal information to analyse the conditions for which you have consulted me and to prescribe remedies and other therapies.

I may use your contact details to communicate with you by email, other digital methods, telephone or by post if that is necessary as part of your treatment with me.

### With whom do I share your personal information?

I do not share your personal information.

### How long do I keep your personal information?

As a licenced and registered homeopath, I am required to retain your patient records for 7 years after your last consultation. At that point, your file will be securely destroyed. Any digital information I hold will be erased from my computer systems. For children, I am required to keep records until their 21st birthday, or for 7 years after their last consultation. Whichever comes later.

### How your information can be updated or corrected

To ensure that I have accurate and up-to-date information, you need to inform me of any changes you believe I should make to the personal information I hold. You can do this by contacting me via email or in writing. Under data protection legislation, you have the right to inspect the personal information I hold about you. You can make a request to do so in writing to me and I will endeavour to respond within 14 working days.

### How do I store your personal information?

My patient files are paper-based and are held securely within a locked filing cabinet. I take steps to protect your personal information against loss or theft, as well as unauthorised access, disclosure, copying, use, or modification.

Your email address, if you have one, is held securely on the servers of my email providers. Your name, email and telephone number are also securely held on [gettimely.com](https://gettimely.com), my online booking system. If you have subscribed to my newsletter, your name and email address is held securely on Mailchimp.

### Changes to this policy

This policy may change from time to time. If I make any material changes, I will make you aware of them.



## Contact

If you have any queries about this policy, need it in an alternative format, or have any complaints about my privacy practices, please contact me:

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