

Privacy Notice

The Crescent Clinic

Introduction

The Crescent Clinic (hereafter "The Company") are committed to protecting and respecting the privacy of all individuals it encounters and all personal information it retains for the business purposes of the organisation and the services it provides.

The Company will collect and use information about individuals in accordance with data protection principals within the Data Protection Bill (2017-19) and General Data Protection Regulation (GDPR).

This notice explains when and why we may collect personal information about you, how we use it, how it is kept secure and the conditions under which we may disclose it to others.

What information we collect about you?

In order to carry out its duties, aims and services The Company must collect and process personal data (including sensitive personal data) relating to its clients and employees.

This information will be usually be collected from you personally or it may be collected from a third party, such as a GP or other health professional, in the form of a referral

A record relating to your use of the services of Crescent Clinic will be held at either 9 The Crescent or in the personal control of the therapists. Information about you may also be held by individual departments on a "need to know" basis.

Data held about you may include, but is not restricted to, the following:

- Personal identifiers such as name, address and date of birth
- Personal medical information
- Personal details relating to special support needs
- Next of kin information for emergency purposes

How we use this information

We process personal data relating to you to provide services. We always ask for your consent to hold and process your data. This is the legal basis for processing.

In the case of special category data, we ask for this data to be provided to best safeguard the individual. We ask you to provide your consent for us to hold this data and, also, to share it with external agencies to provide you with the best possible services, advise and medical assistance.

Who has access to your information?

The data is held in paper format within the main office at 9 The Crescent or in the personal control of the therapists where access to files and documentation is carefully controlled. Personal information is also held on a computer database accessible only by Crescent Clinic staff and sub-contracted therapists. Access to personal data held by individual departments will be limited in accordance with that departments operational needs and is accessed on a "need to know" basis only

Special Category Data

The company recognises the significance of the processing of special category data and has considered its further obligations under data protection legislation. Special category data is generally defined as:

- Race or ethnic origin
- Political opinion
- Religious or philosophical beliefs
- Trade union membership
- Genetic or Biometric data
- Health data
- Sexual orientation

The company will endeavour to limit the collection of this data to where it is absolutely necessary for the provision of services to you and for the purposes of safeguarding you and other clients.

Where this data is collected, it is done so with your explicit consent or is collected in anonymous format.

These records will be kept in the strictest confidence and will not be released to third parties except where it is required to safeguard your vital interests or that of others or where it is necessary to meet statutory obligations.

Sharing and Disclosing your Personal Information

The company may disclose certain personal data to external bodies. At all times, the amount of information disclosed and the manner in which it is disclosed will be in accordance with the provisions of the Data Protection Bill and the GDPR.

If your personal data is shared with an external body it will be done so in a manner that is secure and we will only share what is necessary.

Such external bodies may include, but is not limited to:

- Sub-contracted therapists who are personally known to you
- Healthcare providers
- Third party service providers specific to the individual needs of the client
- Third-party IT provision or software providers - any such transfer will be subject to the formal agreement of the third-party provider to ensure protection of your personal data

Data is not shared with or transferred to any country outside the EU

How long do we keep your information?

The company will keep your personal data only as long as it remains relevant, accurate and is absolutely necessary to conclude the purpose(s) for which it was collected in accordance with the company's Data Protection and Retention of Records policy.

Notwithstanding the above, we will retain documents (including electronic documents) containing personal data:

- To the extent that we are required to do so by law

- If we believe that the documents may be relevant to any ongoing or prospective legal proceedings; and
- In order to establish, exercise or defend our legal rights

Data will be destroyed via secure means when no longer required.

Access to your information and correction

The Company observes individual's rights to access, rectification or erasure of their data within Data Protection and GDPR legislation.

If you wish to request a copy of the personal data we hold about you, you can do so by contacting the Data Protection Officer, details as below. Subject to the complexity of the data held, the company will endeavour to provide copy data within a period of one calendar month from the date the request is received.

Similarly, if you wish to rectify any of the data held about yourself or request full or partial erasure you should make such a request to the Data Protection Officer. Where you have provided us with your consent to hold your data, for any specific purpose, you have the right to withdraw that consent at any time.

How to contact us

You can contact The Crescent Clinic Data Protection Officer as follows:

Claire George

The Crescent Clinic
9 The Crescent
Taunton
TA1 4EA

01823 334149

contact@thecrescentclinic.co.uk

Or if you wish to make a complaint to the supervising authority or find out more about Data Protection obligations, please contact

Information Commissioner's Office
Wycliffe House, Water Lane
Wilmslow, Cheshire
SK9 5AF
Tel: 0303 123 1113