

# Privacy Notice

Rose Cottage Holistics is committed to protecting and respecting the privacy of our patients.



This notice sets out the basis on which any personal data we collect from you, or that you or a third party provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting [www.rosecottageholistics.com](http://www.rosecottageholistics.com) and by providing personal data to us, you are accepting and consenting to the practices described in this policy.

For the purposes of General Data Protection Regulations (GDPR) the data controller is Rose Cottage Holistics, Rose Cottage, Queens Road, Colmworth, Bedfordshire, MK44 2LA. Tel: 07986 238 665.

## What information do we collect about you?

We may collect and process the following data about you:

- **Information you give us.** This may arise from corresponding with us by phone, e-mail or in person. This includes information you provide when making an appointment or when you change/update your personal details or insurance details.
- **Information we collect about you.** This will include information given during a consultation. Accurate information will be recorded in the form of written notes. These notes will be updated as necessary. We hold existing records of patient details. It is not reasonable or practical to update the details of patients who have been discharged.
- **Information we receive from other sources.** We may receive information about you from medial consultants or general practitioners, insurance companies (referrals) or other health practitioners.

## What use is made of the information?

We use information held about you in the following ways:

**Information you give us.** We will use this information:

- To arrange an appropriate appointment;
- To communicate about a future appointment;
- To notify you about changes to an appointment;
- To communicate with you if it is relevant to your treatment at Rose Cottage Holistics;
- For legitimate purposes with your consent.

**Information we collect about you.** We will use this information:

- To provide you with an appropriate therapy treatment;
- With your consent, to write reports when requested by insurance companies or legal bodies or to medical consultants, GPs or health professionals.

**Information we receive from other sources.** We will use this information to give you an appropriate treatment.

### Can I find out what information you hold on me?

Patients may have full access to their personal data and treatment records on written request. Copies of notes may be collected and signed for in person at Rose Cottage Holistics with provision of suitable ID. If you think that your information is not accurate or is incomplete you can ask us to correct it.

### Can I have my data deleted? (Right to be forgotten)

You are entitled to ask for personal data to be deleted. In most cases however, some patient data and treatment records have to be retained in case of possible legal issues in the future. If you believe your data is not being processed for the purposes for which it was collected, you have a right to object and should write to Rose Cottage Holistics.

### How is data stored?

We have a legal obligation to keep treatment records for a minimum of 8 (eight) years. At Rose Cottage Holistics we keep records indefinitely, with the exception of deceased patients, because of the risk of legal obligations in the future.

Data is stored on paper records in a locked draw in a locked treatment room.