

Alliance Podiatry Ltd Privacy Policy

Our contact details

Name: Alliance Podiatry Ltd

Address: 22a Wrekenton Row, Wrekenton, Gateshead, Tyne and Wear, NE9 7JD

Phone Number: 07521641506

E-mail: alliancepodiatry@yahoo.com

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contact and characteristics (for example, name and contact details)
- Information relating to medical history
- Financial information
- Website user statistics

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To understand your needs and provide you with the best and most appropriate podiatry service.
- To comply with our legal obligations as HCPC registered Podiatrists.
- To improve our products and services.

We also receive personal information indirectly, from your GP, or other health or care professional in response to any letters or referrals that we send on your behalf.

We use the information that you have given us in order to maintain high standards of clinical care and ensure that you are provided with the right treatment, at the right time. We may share this information with your GP, or other health or care professionals (with your consent). Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by emailing alliancepodiatry@yahoo.com, or calling us on 07521 641 506.

(b) We have a legal obligation, under the terms of our HCPC (Health and Care Professions Council) registration as Podiatrists / Chiropodists to maintain accurate clinical records in relation to your treatment.

(c) We have a vital interest.

(d) We have a legitimate interest.

How we store your personal information

Your information is securely stored at our clinical site, at 22a Wrekenton Row, Wrekenton, Gateshead, NE9 7JD.

We keep patient records electronically (using the Cliniko package) for eight years following the last attendance (or the patient's 26th birthday in the case of children, or for 20 years in the case of patients classified as mentally disordered under the Mental Health Act 1983). We will then dispose your information by electronically archiving the anonymised records.

Your data protection rights

Under data protection law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- **Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. Please email us at alliancepodiatry@yahoo.com, telephone on 07521 641 506, or write to us at Alliance Podiatry Ltd, 22a Wrekenton Row, Wrekenton, Gateshead, NE9 7JD if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to by email at alliancepodiatry@yahoo.com, telephone on 07521 641 506, or write to us at Alliance Podiatry Ltd, 22a Wrekenton Row, Wrekenton, Gateshead, NE9 7JD.

You can also complain to the ICO if you are unhappy with how we have used your data. The ICO's address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>