

Balance Acupuncture Privacy Policy

Our contact details

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The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers name, address, date of birth, GP, next of kin contact details
- Medical history, presenting symptoms, Traditional Chinese Medicine diagnosis and treatment plan

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:

- Enquiries
- Booking of appointments
- Medical information to help with producing a Chinese Medicine diagnosis and subsequent treatment plan

We use the information that you have given us in order to:

- To make and rearrange appointments.
- We use your name , address, telephone number and email address, with your consent to send you marketing materials.
- Some patients and prospective patients tell us about their medical condition and medication by email or online enquiry forms.
- We keep permanent paper records of your attendance to keep a record of demographic details, next of kin, GP details, medical history, symptoms, Traditional Chinese Medicine diagnosis and treatment plan. This information is kept in a locked filing cabinet within a locked office.

Please note:

We are unable to send or receive encrypted emails so should be aware that any emails we send or receive are not protected in transit.

We may share this information with third parties with your explicit consent; with the relevant authority such as the police or a court, if necessary for compliance with a legal obligation to which we are subject e.g. a court order; with your doctor or the police if necessary to protect yours or another person's life; with the police or a local authority for the purpose of safeguarding a children or vulnerable adults; or with my regulatory body, the British Acupuncture Council, or my insurance company in the event of a complaint or insurance claim being brought against me; or my solicitor in the event of any investigation or legal proceedings being brought against me.

How we store your personal information

Your information is securely stored at Balance Acupuncture, Corser House, Whitchurch, Shropshire SY13 1AD.

We keep personal data for no longer than reasonably necessary. We keep patient records for a period of 7 years in accordance with the British Acupuncture Council Code of Professional Conduct. We will then dispose your information by secure paper shredding.

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 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 contact us at:

Email: info-@balance acupuncture.co.uk if you wish to make a request.

Address: Balance Acupuncture, Corser House, 17 Green End, Whitchurch, SY13 1AD

Tel: 07784 924436

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at info@balance-acupuncture.co.uk

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>