

Privacy Policy (UK GDPR Compliance)

Effective Date: 19/10/2025

1. Introduction

Hainault Health Clinic ('we', 'our', 'us') is committed to protecting the privacy and security of your personal and health-related information. This Privacy Policy explains how we collect, process, store, and share your data, as well as your rights under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. By using our website (www.hainaulthealthclinic.co.uk), booking appointments, or interacting with our services, you consent to the practices described below.

2. Information We Collect

We collect and process information necessary for your care and the operation of our services, including:

- a. Personal Information:** Full name, date of birth, gender, address, phone number, email, and emergency contact details.
- b. Health Information:** Medical history, medications, allergies, test results, consultation notes, and lifestyle details.
- c. Website Usage Data:** IP address, device details, browser type, and site interactions.
- d. Financial Information:** Payment details securely handled via third-party providers.
- e. Communication Data:** Emails, forms, and queries submitted to the clinic.

3. How We Use Your Data

Your data is processed for legitimate and lawful purposes, including:

- Providing healthcare and treatment.
- Managing bookings, appointments, and billing.
- Communicating with you regarding care and aftercare.
- Meeting legal and insurance obligations.
- Conducting anonymised service audits and improvements.

4. Lawful Basis for Processing

We process personal and health data under the following lawful bases:

- Consent (for health and optional communications).
- Contractual necessity (to provide healthcare and booking services).
- Legal obligation (maintaining records and reporting where required).
- Legitimate interest (ensuring safe, effective clinic operations).

5. How We Share Your Data

We do not sell or rent data. Information may be shared only when necessary:

- With healthcare professionals directly involved in your care.
- With regulatory or legal authorities if required by law.
- With IT or secure cloud service providers under confidentiality agreements.
- With courts or insurers if legally mandated.

6. Data Security Measures

We employ both technical and organisational safeguards including:

- Encrypted electronic records and password-protected systems.
- Secure physical storage for paper records.
- Access limited to authorised personnel.
- Regular security audits and GDPR staff training.

7. Data Retention

We retain records as required by professional standards and legislation:

- Adult records – 8 years from last treatment.
- Child records – until age 25.
- Financial data – 7 years.

After expiry, records are securely destroyed or anonymised.

8. Patient Rights Under GDPR

You have the right to:

- Access your data.
- Request correction of inaccuracies.
- Request deletion where legally permissible.
- Restrict processing.
- Data portability.
- Object to specific processing.
- Withdraw consent at any time.

Requests may be made by emailing admin@hainaulthealthclinic.co.uk.

9. Children's Data

Patients under 16 require parental or guardian consent. Data is collected only as necessary for healthcare and handled with strict confidentiality.

10. International Data Transfers

If data is transferred outside the UK, it is done only to countries with adequate protection or through secure mechanisms such as Standard Contractual Clauses (SCCs) and encryption.

11. Updates to This Policy

This Privacy Policy may be updated periodically to reflect legal or operational changes. The latest version is always available on our website. Continued use of our services indicates acceptance of the revised policy.

12. Contact Information

Hainault Health Clinic

Email: admin@hainaulthealthclinic.co.uk

Website: www.hainaulthealthclinic.co.uk

ICO Registration: ZC018453

Member, Complementary Medical Association (MCMA)

13. Legal Disclaimer

This document is for informational purposes only and may be updated to ensure compliance with the latest UK data protection laws. By continuing to use our services, you acknowledge and accept this Privacy Policy.