



Medical Disclaimer, Patient Consent & Data Handling – Hainault Health Clinic

Effective Date: 19/10/2025

Hainault Health Clinic (“we”, “our”, “us”) provides this document to ensure that patients and website users understand the scope of clinical information, consent requirements for treatment, telehealth, and how personal and health data is processed in compliance with UK GDPR and the Data Protection Act 2018.

1. Medical Disclaimer

All content on our website and documents is for general information and educational purposes only. It is not a substitute for professional medical advice, diagnosis, or treatment. Individual responses to treatment vary, and outcomes cannot be guaranteed. We are not liable for decisions patients make based on general website information.

2. Patient Consent for Treatment

Patients must provide informed consent before receiving any treatment. This includes understanding risks, benefits, and alternative options. Consent is voluntary and may be withdrawn at any time unless legally required otherwise.

3. Telehealth & Online Consultations

Telehealth services have limitations, including reduced ability to physically examine patients. Patients must ensure they are in a private, safe environment during sessions and consent to remote care.

4. GDPR-Compliant Data Processing

We collect and process personal and health data to deliver healthcare, manage appointments, provide follow-ups, and comply with legal requirements. Patients may withdraw consent for non-essential data use.

5. Data Sharing

Data is shared only where necessary—for example, with labs, specialists, or law enforcement when legally required. We never sell patient data.

6. Data Retention

Adult records are kept for at least 8 years. Children's records are kept until age 25. Financial records are retained for 7 years.

7. Patient Rights

Patients have the right to access, correct, delete, restrict, or transfer their data. They may also object to processing or withdraw consent for optional uses such as marketing.

8. Confidentiality

All staff follow strict confidentiality policies. Records are securely stored and protected.

9. Electronic Communications

Patients consent to receiving appointment reminders and follow-ups via email or phone. Non-essential communications may be opted out of.

10. Limitations of Liability

The clinic is not responsible for harm resulting from misinterpretation of online materials or limitations of telehealth consultations.

11. Updates

Policies may be updated to reflect legal or operational changes.

12. Contact

For questions or requests, email: admin@hainaulthealthclinic.co.uk

Signed,

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