



Perth City
Osteopathy

Osteopathy • Massage • Alexander Technique

Privacy and Personal data processes under Article 30(1) of the General Data Protection Review (GDPR).

BOOKING SYSTEM: When you make an appointment with me, whether you call me or book online, I have a legitimate interest in processing your personal data for the purpose of making your appointment. Emails and texts will be sent to you, specifically for confirmation of and reminders of, your appointment. You have a right to ask for your details to be removed from this system and you can have your name, email address and phone number removed from the database of the online booking system, should you so wish. If you ever do want to remove your details, just send an email with 'remove' and I will do so.

I will never spam you and I do not share or sell your personal details with anyone else. However, if you wish to make an appointment now or in the future but object to this method of data processing, you can call the clinic in person to book. Please let me know when booking your appointment that you would prefer not to have your details registered on the secure booking system.

RETENTION OF PATIENT NOTES: I have a legal obligation to keep records of your personal details as well as health and medical information that you have given me. Such as was provided on the written consultation form and verbally during the consultation and treatments. This type of processing is necessary for me to comply with the law, as the Osteopathic Practice Standard D6 (3) says that we should keep patient records: for a minimum of eight years after your last consultation; or if the patient is a child, until their 25th birthday. This is to ensure that should YOU wish to access them, they are readily available for you to do so. The notes are written on paper (a hard-copy) and nothing is kept electronically, except your name and contact details. These records will be retained in a locked cabinet during this time and afterwards they will be safely destroyed. They will never be passed onto a 3rd party without your explicit instruction to do so.

FACEBOOK: By liking the Perth City Osteopathy page, Facebook will track your information, unless you have changed your own personal settings within Facebook. We will use your details to post offers and information on the 'wall' as well as sending you direct messages from time to time with clinic and research news, offers and general health information. We never use or sell this information for 3rd parties.

WEBSITE: The Perth City Osteopathy site uses cookies to gain information for google analytical. This information cannot identify specific individuals but demographic, geographic and device types are readily available. It shows how people use the site and can help develop a more user-friendly site. If you wish to stop cookies from being placed on your device, then you must alter the settings within your device.

You may complain to the Information Commisioners Office (ICO) if you think there is a problem with the way we are handling your data.

<https://ico.org.uk/global/contact-us/>