

This is the privacy notice for Trebiden Ltd t/a The Gait Clinic.
We take your privacy very seriously. Please read through our policies below:

Data controller: Denzil Trebilcock

Contact Address: The Gait Clinic, 2 Chatham Street, Ramsgate, Kent, CT11 7PP

1. THE PERSONAL DATA WE PROCESS AND WHAT WE DO WITH IT

- Name, DoB, home address, telephone numbers, email address.
- Referrers and GP details.
- Clinically relevant information eg. Medical history and details of treatment including images such as video images of gait analysis, scans, x-rays.

2. WHO IS COLLECTING IT?

- Contact details are collected either by reception staff, clinicians at the clinic, at the time of making an online booking, or through using the 'request a call back' function on the Gait Clinic website.
- Medical history and details are collected by clinicians at the clinic.
- All information is collected with the patient's consent.

3. HOW IS IT COLLECTED?

- This information is provided by patients and recorded by staff.

4. WHY IS IT BEING COLLECTED?

- The relevant data is being collected to comply with State regulation, and to effectively diagnose and treat patients, as well as to communicate effectively with patients and third parties, when patients have offered their consent to do so.

5. HOW WILL IT BE USED?

- Contact details will be used to contact patients for appointment making, cancellation, or alteration.
- Contact details will also be shared with other clinics or clinicians when referrals are made, with the patient's consent.
- Clinical data will be used by clinicians to diagnose conditions, plan and execute referrals and treatment plans.

6. WHO WILL IT BE SHARED WITH?

- Contact details, personal or clinical data will not be shared with anyone without patients' express consent, either verbal or written.

7. WHAT WILL BE THE EFFECT OF THIS ON THE INDIVIDUAL CONCERNED?

- Information will not be shared with any third parties without the patient's express consent. In the case where the patient has consented to sharing information eg. relating to referral to another clinic, the patient may expect to be contacted by that clinic.

8. IS THE INTENDED USE LIKELY TO CAUSE AN INDIVIDUAL TO OBJECT OR COMPLAIN?

- As information will be shared with third parties, and as information is given voluntarily by patients, it is deemed unlikely that its intended use will be the cause of objections or complaints.

9. HOW LONG DO WE RETAIN DATA?

- Clinical data on adult patients is retained for eight years after the last visit, or discharge.
- Clinical data on child patients is retained until the patient's 25th birthday, or 26th birthday if the patient was 17 years old at the time of the last visit or discharge.

10. RIGHT TO REQUEST ACCESS TO PERSONAL DATA

- Patients can request a copy of their data by written request, and copies of their data will be provided free of charge within 30 days.
- Please make such a request in writing using the contact details listed above.
- Please ensure you provide the following information in your written request: name, address, telephone number, email address and the details of the information you require. We will need to verify your identity so we may ask for a copy of your photo ID such as your passport or driving licence and/or recent utility bill.

11. RIGHT TO RECTIFICATION OF DATA

- If you believe any of the personal data we hold on your is inaccurate or incomplete, please contact the Gait Clinic directly and any necessary corrections to your data will be made promptly.
- We will need to verify your identity so we may ask for a copy of your photo ID such as your passport or driving licence and/or recent utility bill.

12. DATA BREACHES

- We will give you the contact details or the Data Protection Officer who is dealing with the breach, explain to you the nature of the breach and the steps we are taking to deal with it.

13. SHOULD YOU WISH TO COMPLAIN

- Please contact the Information Commissioner's Office via their website: www.ico.org.uk should you wish to make a complaint about the way we are processing the personal data we hold about you.

14. AUTOMATED DECISION MAKING AND PROFILING

- We do not use any system which uses automated decision making or profiling in respect of your personal data.

15. COOKIES

- We do not use cookies on this website.