

RESET HEALTH AND WELLBEING CLINIC

PRIVACY NOTICE / GDPR WORDING

Reset Health and Wellbeing Clinic

119 High Street, Worle, Weston-Super-Mare, BS22 6HB

Email: Hello@resethealthandwellbeing.co.uk

Reset Health and Wellbeing Clinic is committed to protecting your privacy and handling your personal information fairly, lawfully and transparently in accordance with the UK GDPR and the Data Protection Act 2018.

This notice explains what personal information we collect, why we collect it, how we use it, how long we keep it and your rights in relation to that information.

WHO WE ARE

For the purposes of clinic administration, bookings, patient communications and certain clinical services delivered directly by the clinic, Reset Health and Wellbeing Clinic acts as a data controller.

Because we are a multidisciplinary clinic, some practitioners working from the clinic may be self-employed independent practitioners. Where that is the case, the practitioner you see may also act as a separate data controller in relation to their own clinical notes, treatment records, consent processes and patient communications.

THE INFORMATION WE MAY COLLECT

We may collect and use the following information:

name, address, date of birth, phone number and email address

emergency contact details where relevant

medical history, symptoms, medication and health information relevant to treatment

appointment and booking history

payment and membership information

correspondence by email, phone or contact form

information relating to classes, workshops and clinic events

CCTV footage from reception and outside the clinic for security and safety purposes

WHY WE USE YOUR INFORMATION

We use your information to:

- provide safe and appropriate treatment and healthcare services
- assess whether treatment, classes or services are suitable for you
- maintain clinical records
- manage appointments, bookings, memberships and payments
- contact you about your appointments and clinic services
- meet legal, regulatory, insurance and professional obligations
- investigate complaints, incidents or safeguarding concerns
- maintain the security of our premises, staff, patients and visitors
- improve our services and clinic administration

OUR LAWFUL BASIS

Under UK data protection law, we must have a lawful basis for collecting and using your personal information.

Depending on the circumstances, our lawful bases may include:

- performance of a contract – where we need your information to provide the services you have booked
- legitimate interests – to operate the clinic safely and efficiently, manage bookings, protect the premises and improve our services
- legal obligation – where we are required to keep certain records or share information by law
- consent – for example, if you choose to receive marketing emails or where explicit consent is otherwise required

Where we process health information, this is treated as special category data and is processed for the purposes of providing healthcare and health management, subject to the relevant conditions under data protection law. ICO guidance for health and social care privacy notices expects organisations to explain what data they collect, why they use it, lawful bases, rights and complaint routes.

SELF-EMPLOYED PRACTITIONERS

Some practitioners working from Reset Health and Wellbeing Clinic are self-employed and operate their own professional services from the clinic.

Where you are treated by a self-employed practitioner:

they may be responsible for their own clinical records and treatment notes;

they may issue their own privacy notice;

they may act as a separate data controller for the information they collect in connection with your care.

Reset Health and Wellbeing Clinic may still process your information for clinic administration purposes such as bookings, reception support, room management and payment administration where applicable.

WHO WE MAY SHARE INFORMATION WITH

We only share information where necessary and lawful to do so. This may include:

practitioners involved in your care

administrative staff who manage bookings and clinic systems

payment providers or direct debit providers

insurers, legal advisers or professional advisers where necessary

regulators or law enforcement where we are legally required to do so

software providers who support secure booking, payment or record systems

We do not sell your personal data.

CCTV

CCTV is in operation in reception and outside the clinic premises for the purposes of:

protecting patients, visitors, staff and practitioners

crime prevention and detection

investigating incidents, complaints or health and safety concerns

protecting clinic property and business assets

CCTV is not intended to be used in treatment rooms, toilets or other private areas.

Our lawful basis for using CCTV is generally our legitimate interests in maintaining a safe and secure clinic environment. Organisations using CCTV that records identifiable individuals must comply with

UK GDPR and the DPA 2018, and the ICO expects CCTV use to be necessary, proportionate and transparent.

CCTV retention

CCTV footage is normally retained for 30 days and then automatically deleted or overwritten unless required for an investigation, complaint, insurance matter, legal claim or law enforcement request.

HOW LONG WE KEEP YOUR INFORMATION

We only keep personal information for as long as reasonably necessary for the purpose for which it was collected, including clinical, insurance, legal and regulatory reasons.

Retention periods may differ depending on the type of record.

YOUR RIGHTS

You may have the right to:

request access to your personal information

request correction of inaccurate information

request deletion of information in certain circumstances

request restriction of processing in certain circumstances

object to certain processing

withdraw consent where consent is the basis for processing

To make a request, please contact:

[Hello@resethealthandwellbeing.co.uk](mailto>Hello@resethealthandwellbeing.co.uk)

HOW TO COMPLAIN ABOUT DATA PROTECTION

If you have any concerns about how your personal information has been handled, please contact Reset Health and Wellbeing Clinic in the first instance and we will do our best to resolve the issue.

If you remain unhappy, you can complain to the Information Commissioner's Office (ICO):

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

