



Lake View Osteopathy Clinic  
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### Privacy Notice:

When you supply your personal details to this clinic they are stored and processed 3 reasons:

1. We have a **legal obligation** to maintain medical notes in order to provide you with treatment.
2. We also think that it is important that we can contact you in order to confirm your appointments with us or to update you on matters related to your medical care. Under the GDPR, this is known as **Legitimate Interest**.
3. Provided we have your **consent**, we may occasionally send you general health information in the form of articles, advice or newsletters.

We have a **legal obligation** to retain your records for 8 years after your most recent appointment (or age 25, if this is longer), but after this period you can ask us to delete your records if you wish. Otherwise, we will retain your records indefinitely in order that we can provide you with the best possible care should you need to see us at some future date.

Your records are stored;

- On paper, in locked filing cabinets, and the offices are always locked and alarmed out of working hours.
- Electronically ("in the cloud"), using our booking system. This provider has given us their assurances that they are fully compliant with the General Data Protection Regulations. Access to this data is password protected, and the passwords are changed regularly.
- On our office computers. These are password-protected and backed up regularly.

We will never share your data with anyone who does not need access without your written consent. Only the following people/agencies will have routine access to your data:

- Occasional reception staff, because they may need to organise our practitioners' diaries, and coordinate appointments and reminders (but they do not have access to your medical history or sensitive personal information)
- Your practitioner(s) in order that they can provide you with treatment