

## **ST GILES CLINIC - PRIVACY POLICY**

The St Giles Clinic ("We") are committed to protecting and respecting your privacy.

This policy together with our terms of business and any other documents referred to on it sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting [www.stgilesclinic.co.uk](http://www.stgilesclinic.co.uk) and purchasing services from the St Giles Clinic you are accepting and consenting to the practices described in this policy.

For the purpose of the Data Protection Act 1998 (the **Act**), the data controller is Norpsych Limited.

### **INFORMATION WE MAY COLLECT FROM YOU**

We may collect and process the following data about you:

- **Information you give us.** You may give us information about you by filling in forms on our site [www.stgilesclinic.co.uk](http://www.stgilesclinic.co.uk) (**our site**) or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you register to use our site, enquire about and/or purchase our services. The information you give us may include your name, address, e-mail address and phone number, financial information and personal details regarding your wellbeing.
- **Information we collect about you.** If you purchase our services, psychological therapy and/or related services, we may hold handwritten sessions notes, contact details, billing information, GP details, medical records, legal documents and any other information that may be pertinent and necessary for us to adhere to our Professional Codes of Conduct and Ethics.
- **Information we receive from other sources.** We may receive information about you from other sources e.g. a third party referrer such as a solicitor, GP, Local Authority. In this case we will have informed you when we collected that data that it may be shared internally and combined with other data collected regarding the provision of our service to you. We are also working closely with third parties (including, for example, medical practitioners, social services, private health insurance companies) and may receive information about you from them.

### **USES MADE OF THE INFORMATION**

We use information held about you in the following ways:

- **Information you give to us.** We will use this information:
  - to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information and services that you request from us;
  - to invoice for services provided;

We may disclose your personal information to third parties:

- When required to do so according to our Professional Standards of Conduct and Ethics e.g. risk relating to personal safety.

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- For financial purposes e.g. to invoice for services provided or payment collection.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms and conditions of business (provided) and other agreements; or to protect the rights, property, or safety of St Giles Clinic, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

#### **WHERE WE STORE YOUR PERSONAL DATA**

The data that we collect from you is held at our premises. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on our secure servers and in secure premises. Any payment transactions are through a secure service provided by WorldPay.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

#### **YOUR RIGHTS**

You have the right to be advised that your data is being processed. You also have the right to obtain access to your personal data within the provisions of the Data Protection Act, this can be done by making a Subject Access Request to the Data Controller. We will usually inform you before collecting your data if we intend to disclose your information to any third party. You can exercise your right to prevent such processing by contacting us at [enquiries@stgilesclinic.co.uk](mailto:enquiries@stgilesclinic.co.uk). You also have the right to complain to the Information Commissioners Office and further information about this can be found at <https://ico.org.uk/for-the-public/>

#### **ACCESS TO INFORMATION**

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act.

#### **RETENTION PERIOD**

We will retain information relating to the services provided to you for a period of 7 years from the date that we ceased to continue to provide those services or, in the case of any service provided within a legal context it will be 7 years from the case being closed. Data will be securely destroyed when no longer required.

**CONTACT**

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to The Data Protection Officer at [enquiries@stgilesclinic.co.uk](mailto:enquiries@stgilesclinic.co.uk)