



# **The Garden Clinic – Privacy Notice, Data Protection and Data Processing Policy**

## **Osteopathic Treatment**

### **Consent form**

You are required to complete a consent form, which is scanned and kept electronically on your personal file. The consent form includes your name, date of birth, address, telephone number(s) and emergency contact details.

The consent form is a legal requirement to ensure that you provide informed consent (with a signature) for the treatment about to be given, and any subsequent treatments applied. Any information on this form will NOT be provided to any personal whatsoever – including a GP, or NHS representative without your express permission. Permission for any information to be passed on will be given via written and signed agreement by the patient.

### **Medical information**

Your medical history will be taken during the appointment and stored on the clinic's database in line with relevant data protection legislation.

This information is taken to ensure your safety within the clinic environment and to assess the safety of treatment styles performed.

Any information given will NOT be provided to any person or organisation whatsoever – including a GP, or NHS representative without your express permission. Permission for any information to be passed on will be given via written and signed agreement by the patient.

In the event of a medical emergency in which you are not able to provide your express permission, only relevant information on your current status of health will be provided verbally to any attending ambulance first responders.

### **Treatment information**

With a first treatment appointment information about your reason for visiting will be taken. Information relating to the visit reason, any diagnosis and treatments, service and advice given will be logged on the clinic database.

At subsequent appointments past medical information may be reviewed notes taken on your physical status following the previous treatment and any new issues that you wish to raise.

Information relating to the visit reason, any diagnosis and treatments, service and advice given will be logged on the clinic database.

Any information provided will NOT be provided to any person or organisation whatsoever – including a GP, or NHS representative without your express permission. Permission for any information to be passed on will be given via written and signed agreement by the patient.

### **Accessing your information**

Information held within the Garden Clinic is within a secure password protected computer system, subject to UK data protection laws and stored within the UK.

You are welcome to request copies of your data at any time. Please do so in writing and state what medium you wish to receive the files. You may provide a flash drive, CD Rom or e-mail address for the information to be sent. Alternatively you may ask for the information to be printed, which will incur a charge of £10.

Please note The Garden Clinic cannot be held responsible for the security of your personal information once it has been downloaded, emailed or printed.

### **Information retention**

The General Osteopathic Council requires that we hold information for 6 years for legal purposes. The Garden Clinic will retain information on file for 6 years if the patient is over 18 years old and if the patient was under 18 years old when treated, will hold files until the patient is 25 years old. This is in accordance with the statute of limitations in line with current civil case law.

### **Data Processing**

Your information is only held on the documents that are completed whilst you are present at The Garden Clinic during a treatment. Your email address and other contact details are not shared with any other party or used for marketing purposes without explicit consent.

### **Contacting you**

With the exception of informing you of this policy, you will not be contacted via email with regard to any promotions or events being held at The Garden Clinic. All events of this nature will be published on social media sites Facebook and Twitter. You will not be contacted by telephone, text or other multi-media style message unless it is in direct connection to an appointment you have already made. You may be contacted in the event you have forgotten to pay following a treatment.

### **Information Commissioners Office**

In accordance with the "Data Protection Fee, A Guide For Controllers" exemption list Page 7, part 5, an exemption for payment of the ICO GDPR fee occurs where information is kept under the provisions of patient care. Clarity of this fee exemption has been sought by The Garden Clinic Osteopath via email on 9 May 2018 and response is pending.

### **DPA and Data Use and Access Act 2025 (DUAA)**

In accordance with the above acts, the data stored on the clinic systems is available to all clients and patients on request. That request can be made in person or by email from an email address recognised by the clinic.

Confirmation of the request will be made using a different contact medium to ensure validity of the request from the patient/client.

### **Complaints about data processing**

Should any complaints with to be raised relating to the way that data is processed within the clinic, the complaint should be made to the clinic in the first instance.

Please request an electronic complaint form from the clinic using the standard contact methods.

Policy reviewed and updated 21<sup>st</sup> May 2026