

Blackheath Complementary Health Centre “BCHC”/ Healing Path GDPR Compliance

DATA COLLECTION

What personal data is stored

BCHC/Healing Path holds personal data for the following:

- Patients/clients
- New patient enquiries
- Practitioners/Teachers who rent rooms at the Centre
- Reception staff
- Service providers such clinical waste, cleaning, accountancy
- Suppliers

For existing patients the following personal data is stored by BCHC/Healing Path (Registration card),

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|------------------|--|
| - Name | - Email address |
| - Address | - Therapy |
| - Postcode | - Therapist |
| - Tel: home/work | - Date of completing registration card |
| - Mobile number | |

Whilst children do visit the centre, we do not collect children’s (under 16s) details above, only the information of the parent or guardian. (The parent/guardian would complete a registration form as themselves).

For practitioners/teachers who rent the rooms & reception staff, the following data is stored by BCHC/Healing Path (room rental agreement details):

- Name
- Address
- Phone
- Email
- Therapies
- Qualifications

For reception staff, we store all the above plus:

- NI number
- tax code
- Bank account details

For new patient enquiries that have not yet come into the Centre/seen a therapist, we receive information directly from the individual either over the telephone, over email or perhaps in person. Until the patient card is completed, only the following information is stored:

- Name
- Email address
- Mobile number

PROCESSING

("obtaining, recording, holding, organising, amending, retrieving, using, destroying data")

How the personal data is obtained

All personal data on file has been received via the following means:

1. Email
2. Phone call
3. Registration card
4. Hard copy room rental agreement
5. Practitioner information document

This information is given freely by each individual directly. We do not source information from a third party.

Use of personal data

The personal data is used by the Centre:

- To arrange and then remind clients of their appointments
- To keep a record of patients/clients who use the Centre
- To create receipts for patients/clients who use the Centre
- For occasional marketing/information purposes where relevant, i.e. to inform patients/clients about other classes/workshops/therapies that the centre is hosting that they might be interested in.
- To contact practitioners who use the Centre - to organise their room bookings, inform them of their client bookings, organise rental payments and any other relevant information concerning the centre and their relationship with the centre.
- To order supplies essential to the running of the centre such as couch roll, toilet roll, soap, clinical waste disposal and so on.
- To arrange for services such as cleaning, accountancy, building repairs and maintenance and so on.

How the Centre processes personal data

- Paper diary – with patient's names & phone number in order to contact them about their appointment should it be necessary. This diary is closed when not in use to protect the privacy of clients, and stored securely in a lockable cabinet in the evenings.
- Prospective patients may disclose some sensitive data regarding health whilst arranging their first appointment either via email, on the telephone or in person. This is not stored by the Centre.
 - This information is communicated to the practitioner the patient is booking in with directly.
 - Any emails are deleted from the computer & server.
 - Any physical notes taken are blacked out & shredded at the end of each day
- New patients complete a paper registration card. This information is not left lying around but immediately entered into the Centre's password protected computer, and the registration card then stored in a lockable filing cabinet.

- Regarding Fair Processing Notice – this is done verbally when the registration card is handed to the patient/client in person.
- Existing patients' details are stored in the Centre's computer address book, which is password protected and secure.
- All those working behind the desk have been trained in how to handle personal data sensitively.
- Marketing – we send a newsletter to our patients/clients via MailChimp up to 4 times a year with any relevant up to date information about the centre and its services.

What Databases/filing systems are used:

- Apple computer address book, secured by password.
- Paper copy of registration cards, locked away
- MailChimp, secured by password
- Excel database, in computer, secured by password

The following information is kept unless a patient/client asks to be removed/deleted from our address book or a practitioner leaves the centre.

- Existing patient contact details
- Existing practitioner contact details
- Existing supplier details

Process for removing personal data

- Electronic copy - This is deleted from the address book (and any backups we have)
- Hard copy - details blacked out and destroyed using a shredder (patient reg card, room rental agreement)

Notice/consent

All personal data is used solely by BCHC/ Healing Path Ltd and never shared with other organisations. Patients/clients contact details may be shared with the practitioner/teacher with whom they are working.

System security

BCHC's computer access is password protected, and times out after period of inactivity. The Wi Fi/broadband is password protected.

Subject access request

If a patient/client or practitioner of BCHC asks for their data we would respond within 30 days. They would need to come to us in person to receive this so we are assured of their identity.