

# Privacy Notice

## Lutfiye Dookna

[www.healingtheessence.co.uk](http://www.healingtheessence.co.uk)

### Introduction

The processing of personal data is governed by UK General Data Protection Regulation (UK GDPR), as set out in the Data Protection Act 2018.

This Privacy notice explains the rights you have in relation to way I use, share and store your personal information, as well as the legal basis upon which I am using it and your access to it.

### Data Controller

The Data Controller is a person who determines how your personal data is processed and for what purposes.

**Lutfiye Dookna** is a Data Controller of your data and is registered with the Information Commissioners Office (ICO) - Certificate Reference No: **ZA838656**.

### Whose information does this privacy notice apply to?

This privacy notice applies to information I collect from:

- patients
- prospective patients
- former patients

### What is personal data?

Personal data relates to a living person who can be identified from that information. Identification can be by means of information alone or in combination with any other information kept or likely to come into the hands of the data controller. Your contact and appointment details provide examples of personal data I can keep about you.

## **Why I collect your personal information?**

In order to provide treatment to you, I need to collect and keep personal information about your health to make a diagnosis, to formulate a treatment strategy and treatment plans, and provide you with the most appropriate and safe treatment.

I also think that it is important that I can contact you to confirm or change your appointments with me or to update you on matters related to your medical care.

## **How do I process your personal data?**

I am committed to ensuring that your personal data is secure, and I comply with my obligations under the GDPR by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical and physical measures and managerial procedures are in place to protect and safeguard personal data I collect from you.

## **I use your personal data for the purposes set out below.**

**All data is stored electronically in encrypted files. Any data initially recorded on paper is destroyed once they have been electronically stored securely.**

1. I use your name, address, telephone number and email address to make and rearrange appointments. I do my best to monitor all emails, including file attachments, for viruses or malicious software. Please be aware that you have a responsibility to ensure that any email you send me is within the bounds of the law.
2. I keep a permanent attendance register which records all appointments for patients attending my clinic to keep a record of when you were treated for tax purposes and to secure potential evidence in the event of a criminal prosecution, civil litigation, insurance claim or complaint to all the regulatory bodies that I am a member of
3. I may use your date of birth to help identify patients with the same name to avoid mistakes being made as to safe and appropriate treatment, for identification purposes if referring a patient to another health practitioner, and for identification purposes if writing to a registered medical practitioner so that they correctly identify the patient.

4. I keep a record of the following information to make a diagnosis, and formulate treatment strategies and plans, and to secure evidence in the event of criminal proceedings, civil litigation, an insurance claim, or complaint:
  - (a) Any relevant medical and family history you have told me.
  - (b) Your GP's name and address if I need to contact your GP including in an emergency and because it is a mandatory Code of Professional Conduct.
  - (c) My clinical findings about your health and wellbeing.
  - (d) Any treatment given and details of progress of your case, including reviews of treatment planning.
  - (e) record and use any information and advice that I have given, especially when referring patients to any other health professionals.
5. I keep accident records for any patients who are involved in accidents at my clinic in accordance with UK Health and Safety legislation including the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) to comply with the law and to secure evidence in the event of criminal proceedings, civil litigation, an insurance claim, or complaint. I store this information on paper.
6. In the event of an adverse incident occurring to any of my patients I report the matter to the insurance company to enable the insurance company to deal with any potential claims.
7. Where relevant I maintain records of the patient's consent to treatment, or the consent of their next-of-kin to be able to prove that the patient (and/or parent/guardian/next of kin) has given informed consent to treatment to secure evidence in the event of a civil claim, criminal prosecution, insurance claim or complaint. I store this information on paper or electronically.
8. When I receive a complaint from a person, I make up a file containing the details of the complaint. This normally contains the identity of the complainant and any other individuals involved in the complaint.
9. I will only use the personal information I collect to process the complaint and to check on the level of service I provide.

### **Sharing your personal data**

Your personal data will be treated as strictly confidential, and may be shared:

- with named third parties with your explicit consent;
- with the relevant authority such as the police or a court, if necessary for compliance with a legal obligation to which I am subject e.g. a court order;
- with your doctor or the police if necessary to protect yours or another person's life;

- with the police or a local authority for the purpose of safeguarding a children or vulnerable adults;
- with my regulatory bodies or my insurance company in the event of a complaint or insurance claim being brought against me; or
- my solicitor in the event of any investigation or legal proceedings being brought against me.

### **How long do I keep your personal data?**

I keep patient records for a period of minimum 7 years after your most recent appointment in accordance with all Professional Bodies' Codes of Professional Conduct

In the event of my death, your personal records will be passed onto another practitioner, nominated by me, who will then inform you of the changes of circumstances. Your rights regarding your personal data will not be affected.

At any time you may request that changes are made to your contact details over the telephone, by email or in writing, as well as face-to-face with your practitioner.

### **Your rights and your personal data**

Unless subject to an exemption under the GDPR, you have certain rights with respect to your personal data as set out below.

- The right to request a copy of your personal data which I hold about you.
- The right to request that I correct any personal data if it is found to be inaccurate or out of date.
- The right to request your personal data is erased where it is no longer necessary for me to retain such data.
- The right to withdraw your consent to the processing at any time. This right does not apply where I am processing information using a lawful purpose other than consent.
- The right to request that I provide you with your personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), (where applicable) [This right only applies where the processing is based on consent or is necessary for the performance of a contract with you and in either case the I am processing the data by automated means].
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing.
- The right to object to the processing of personal data, (where applicable) [This right only applies where processing is based on legitimate interests (or the performance of a task in the public interest/exercise of official authority); direct marketing and processing for the purposes of scientific/historical research and statistics].
- The right to be informed if your data is lost. I shall also inform the Information Commissioner's Office in accordance with the time limits in the GDPR.

- The right to lodge a complaint with the Information Commissioner's Office.

### **Further processing**

If I wish to use your personal data for a new purpose, not covered by this Privacy Notice, then I will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, I will seek your prior consent to the new processing.

### **Contact Details**

To exercise all relevant rights, queries or complaints please in the first instance contact me by email at:

[lut@healingtheessence.co.uk](mailto:lut@healingtheessence.co.uk)

If you are not satisfied with our response, you have a right to raise the matter with the Information Commissioner's Office by calling 0303 123 1113 or via this link: [Make a complaint | ICO](#)