

# the lomond clinic

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## Privacy Policy

Updated May 2018

The Lomond Clinic  
55-56 West Clyde Street  
Helensburgh  
G84 8AX  
Email: [admin@thelomondclinic.com](mailto:admin@thelomondclinic.com)

The Lomond Clinic (TLC) is committed to protecting your personal information and this privacy policy relates to our use of your personal information collected from you either in person, or information you give us by letter, e-mail, sms or over the telephone.

'Personal information' means any information that is capable of identifying you.

'We' means The Lomond Clinic (TLC)

We collect and process data because we have a legal obligation to do so and it is adequate, relevant and limited to what is necessary.

### What information we collect and when

We collect and process information when you telephone the clinic to make an enquiry or appointment, when you email us or if you visit the clinic in person.

At the point of enquiry or booking we may ask for:

Your name

Your date of birth

Your address

Your telephone number either landline or mobile or both

Your email address

At your appointment at the clinic, we will ask for information regarding your general health, your previous health and information regarding the condition you are seeking advice about.

We will also ask for information regarding any activities you undertake, your employment and any medication you take.

We will also record the findings of a physical examination.

### How we use this information

Paper copies are kept in a secure filing cabinet that directly relates to your episode of care.

We use this information:

1. To provide a legal record of any treatment or advice we provide
2. To ensure continuity of care
3. To contact you in regard to your ongoing treatment including sending exercises by email. We use a third party for this service (Egress switch)
4. To contact you if new information or treatments become available that may benefit you.
5. We may pass information with your permission to other medical professionals who may be involved in your care, this may include GP's, consultants, occupational health departments or other Health and Care Professions.
6. We may use your information for quality feedback purposes.
7. We may use your information for audit purposes.

We do not pass on your information for commercial purposes.

We take all reasonable steps to ensure that our information is kept up to date and rectified if necessary. It is also your responsibility to inform us if any personal information changes.

### How long do we keep personal information

We have a legal obligation to retain records for 8 years after the conclusion of treatment.

If the record relates to a child or young person, this record must be kept until the patients 25<sup>th</sup> birthday or 8 years after death.

### How do we protect your information

We take organisational and technical measures to protect the information against unauthorised disclosure or unlawful processing.

### Your rights

You are entitled to a copy of the personal information we hold about you and to have any discrepancies rectified. You can do this by written request to the address at the start of the policy.

### Disclosure of your information

We may pass information with your permission to other medical professionals who may be involve in your care, this may include GP's, consultants, occupational health departments or other Health and Care Professions.

This information may be passed on in the form of a written letter which is given to you – if this is the case, the letter becomes your responsibility.

If the information is passed electronically by e-mail, it will be password protected and we will take all reasonable precautions to transmit the information securely.

### Changes to the privacy policy

All changes will be notified on our website

Contact details

Any questions relating to this privacy policy should be addressed to:

Admin at the above address.