# **Privacy Policy for Ginkgo Tree Medics Therapy**

**This privacy notice provides you with details of how we collect and process your personal data through your use of our website: www.ginkgotreemedicstherapy.co.uk and our therapy services. If you are not happy with any aspect of how we collect and use your data, you have the right to complain to the Information Commissioner’s Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would be grateful if you would contact us first if you do have a complaint so that we can try to resolve it for you.**

**Owner and Data Controller**

**Dr Lisa Tyrer**

**Address registered with the Information Commissioners Office**

**Email:lisatyrer@ginkgotreemedicstherapy.co.uk**

**What type of information we have**

**We currently collect and process the following information:**

**1. Identity Data may include your first name, last name, date of birth.**

**2. Contact Data may include your billing address, email address and telephone numbers**

**3. Special Category Data may include information that is necessary for the purposes of preventative or occupational medicine, medical diagnosis, the provision of health or social care treatment or the management of health or social care systems and services on the basis of Union or Member State law or pursuant to contract with a health professional. This may include insurer details, GP details, medical records, treatment plans, letters, documentation and communications with other healthcare professionals.**

**Most of the information we process is provided to us directly by you for the following reasons:**

* **Contractual Obligation- Ginkgo Tree Medics Therapy needs to perform a contract with you**
* **Your consent- You have given Ginkgo Tree Medics Therapy permission to do so.**
* **Processing your personal information is in Ginkgo Tree Medics Therapy legitimate interests**
* **We have a legal obligation- Ginkgo Tree Medics Therapy needs to comply with the law**

**What we do with the information that we have?**

**We use the information that you have given us to provide care and store that data for the duration specified by law. We will only retain personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or healthcare reporting requirements. • By law we must keep information about our users (including Special Category, Contact, Identity, Financial and Transaction Data) for seven years after they cease being Users for legal and tax purposes. • Once the retention period expires, Personal Data shall be deleted.**

**How we store your information**

**Ginkgo Tree Medics Therapy are the Data Controller. This involves controlling Data that is connected to the therapeutic contract which includes Identity, Contact and Special Category Data. Special Category Data may include information that is necessary for the purposes of preventative or occupational medicine, medical diagnosis, the provision of health or social care treatment or the management of health or social care systems and services on the basis of Union or Member State law or pursuant to contract with a health professional. This may include insurer details, GP details, medical records, treatment plans, letters, documentation and communications with other healthcare professionals.**

**Your information is securely stored at the data controller’s property, in a locked cabinet, in a locked office, in a locked property. Electronic information (including all special category data) is kept in the locked office on a password encrypted computer while in active use and then transferred to a password encrypted storage device for the duration of legal storage. All paper notes are anonymised with a coded system and kept in a locked cabinet between sessions.**

**Our website (Via the host IONOS) collects data for the following purposes:**

**The Website uses SSL encryption. This means that all outgoing and incoming data is transferred encrypted on our website.**

**Cookie consent is requested when you access the website**

**Under data protection law , you have the following rights:**

* **The right to access, update or to delete the information we have on you.**
* **The right of rectification.**
* **The right to object.**
* **The right of restriction.**
* **The right to data portability**
* **The right to withdraw consent**

**You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.**

* **Please contact us at lisatyrer@ginkgotreemedicstherapy.co.uk if you wish to make a request.**
* **How to complain**
* **You can also complain to the ICO if you are unhappy with how we have used your data.**
* **The ICO’s address:**
* **Information Commissioner’s Office**
* **Wycliffe House**
* **Water Lane**
* **Wilmslow**
* **Cheshire**
* **SK9 5AF**
* **Helpline number: 0303 123 1113**

**CHANGES TO THIS PRIVACY POLICY**

**We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.**

## **Consent**

**By using our website, you hereby consent to our Privacy Policy and agree to its terms.**