

To comply with General Data Protection Regulations (GDPR), **Jewell Podiatry** has a **Privacy Policy** to describe how we collect, use and share information.

#### **Information we collect:**

You will provide information to us whilst using our services, such as your name, date of birth and address. This information is used to create a patient profile on our patient management system, called **Cliniko**. Cliniko allows us to confirm bookings, send appointment reminders, send invoices as required and comply with any applicable laws and regulations regarding maintaining and retaining clinical notes. We have a statutory obligation to maintain patient notes, so without your agreement to collect necessary data, it will not be possible to offer assessment or treatment.

Full details of Cliniko's privacy policy can be found [here](#)

#### **Information Sharing:**

We only share information for very limited reasons and in limited circumstances, as follows:

- ◇ With other medical professionals to allow continuation or continuity of care;
- ◇ Compliance with laws if we are legally required to;
- ◇ Business transfer if we sell or merge our business, with your consent.

#### **Information collected via our website:**

**Jewell Podiatry's website** is hosted by [names.co.uk](https://names.co.uk). This platform allows us to display information relating to the clinic and the services we offer. Via the website, the Internet Protocol (IP) address used to connect your computer to the internet is collected. In addition, they may collect data such as session information and page response times for the purposes of site maintenance. They do not collect content or user information. This data is stored through [names.co.uk](https://names.co.uk) data storage, on secure servers behind a firewall.

Full details of [names.co.uk](https://names.co.uk)'s privacy policy can be found [here](#).

Our website may contain links to other websites of interest. Please be aware that once you have used these links to access other sites, you should exercise caution and look at the privacy statement applicable to the website in question before proceeding.

#### **Data Retention:**

We retain your personal information only for as long as necessary to provide you with our services and as described in our Privacy Policy. However, we also may be required to retain this information to comply with our legal and regulatory obligations, to resolve disputes, and to enforce our agreements. In line with the NHS's Records Management Code of Practice, we retain patient records for a minimum of eight years, after the last appointment. For those who are not patients but may have purchased products from our business we will keep any data you may have provided for a minimum of seven years, in line with tax legislation.

#### **Your rights:**

You have a right to receive a copy of the information we hold about you.

In some cases, you have a right to change, restrict or delete information we hold about you, however information held within a health record is exempt from change and deletion requests.

If you wish to raise a concern regarding how your information is handled, you can contact the Information Commissioner at [www.ico.org.uk](https://www.ico.org.uk)

#### **How to contact us:**

E: [enquiries@jewellpodiatry.co.uk](mailto:enquiries@jewellpodiatry.co.uk)

T: 01326 316033

P: 21 Kimberley Park Road  
Falmouth  
Cornwall  
TR11 2DA