

Monday, 13 June 2022

Privacy Policy

The type of personal information we collect

We only hold and process information provided by you voluntarily. We currently collect and process the following information:

- Name
- Email addresses
- Telephone numbers
- Home or work addresses
- Details of previous and current medical treatment
- Information related family illnesses

How we get the personal information and why we have it

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

- To answer enquiries that we receive from you
- To advise you of scheduled investigations and appointments

We also receive personal information indirectly, from the following sources in the following scenarios:

- Insurers
- Other practitioners involved in your care
- From intermediaries arranging consultations e.g. embassy representatives

We may share this information with [enter organisations or individuals].

- Insurers
- Other practitioners involved in your care
- From intermediaries arranging consultations e.g. embassy representatives
- Hospital administrators

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

- a) Your consent. You are able to remove your consent at any time. You can do this by contacting Information@surgical-neurology.com
- b) We have a legal obligation.
- c) We have a vital interest.
- d) We have a legitimate interest.

How we store your personal information

Your information is securely stored.

We keep the information described above until ten years after a patients death or until instructed by them to destroy it. We will then dispose of electronic information.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

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 information@surgical-neurology.com if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at Information@surgical-neurology.com

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

ICO website: <https://www.ico.org.uk>