

Summary

Due to the medical care and treatment that Sloane Medical Practice provides we are custodians of personal data, and must only use that data in accordance with the applicable laws and guidance.

This Privacy Notice provides details of the personal data we collect from you, what we do with it, how you might access it and who it might be shared with.

About Us - Sloane Medical Practice

Should you have any queries regarding Sloane Medical Practice's handling of your information, and that cannot be answered by this Privacy Notice, please contact us directly in the following ways:

- Telephone - 020 7235 3002
- Email - info@sloanemedicalpractice.com
- Post - Sloane Medical Practice, Fordie House, 82 Sloane Street, London, SW1X 9PA

In this document we will use "our" or "us" or "we" to refer to Sloane Medical Practice.

Our Supervisory Authority

You have the right to lodge a complaint with any Supervisory Authority. The contact details for our Supervisory Authority with regard to your personal data are as follows:

The Information Commissioner's Office

Water Lane, Wycliffe House

Wilmslow

Cheshire

SK9 5AF

United Kingdom

Email. international.team@ico.org.uk

Tel. +44 1625 545 745

Communication

We may contact you regarding your medical care, financial billing reasons, surveys, or other purposes necessary for our service delivery. We may communicate with you by telephone, email, SMS and mail using the contact details you provide to us. We may leave voicemail messages, including only sufficient information so that you may identify us without giving details of the nature or purpose of the call.

Where we communicate by email we may include medical information about your healthcare, including appointment details and test results, which we send with encryption. We may also contact you with generic information by email.

All contact details that we hold for you are done so confidentially, in accordance with the law and regulatory policy.

You may state your preferred method of communication with us to which we will adhere where feasible, however we are not relying on your consent in order to process your personal data in order to correspond with you about your medical care.

What We Do With Your Personal Data

Each time we use your data we must have a legal justification to do so, including where to do so is in pursuit of a legitimate interest and those interest are not overridden by your privacy rights. We process personal data only for the purpose for which they are collected. The purpose is dependent on whether you use only our website, or additionally, our services. If you use our services you are required to register and from then we will collect your personal data.

As a patient of Sloane Medical Practice the information we collect about you will mainly pertain to your medical treatment and care, but will be likely to also include other information necessary for the performance of our services.

The data we collect may include any information obtained in relation to your medical care, which will not only be managed in accordance with the law and this Privacy Notice, but also all applicable regulatory standards from bodies including but not limited to the GMC.

It may be necessary for other healthcare providers to also process your personal data, which in any instance will be done in accordance with the law and the principles of this Privacy Notice and be limited to the extent to which is necessary.

We may use your personal information for other similar purposes, but that will only occur in the case we have your consent or another legal justification for doing so.

What Personal Data Do We Collect?

The personal data we collect depends on whether you just visit our website or use our services. If you only visit our website you do not need to provide us with any personal data, and our website does not collect cookies.

If you use our services, personal data is required to fulfil the requirements of a contractual or service relationship, which may exist between you and Sloane Medical Practice.

As our patient we may collect the following personal information:

- Name
- Date of birth
- Identification numbers (such as insurer policy numbers)
- Contact details
- Digital visual images
- Confidential correspondence

We may also collect data known as 'special categories of personal information', otherwise known as sensitive data, which included information about your health and medical care, identity verification, and details of services that you have received from us.

If you provide personal information to us regarding other individuals you should inform the individual about this Privacy Notice.

Should you amend data that we already hold about you we may update our system accordingly, and our system may continue to store historical data.

From 25th May 2018 all uses of your personal information by Sloane Medical Practice will comply with EU's General Data Protection Regulation (GDPR).

How Do We Collect Your Information?

As providers of your medical care we will collect information directly from you when:

- You enter in to a contract with us directly or for the provision of our services
- You use those services
- You submit a query to us including by email or social media

Where you receive healthcare from other organisations we may collect personal information from them, such as your other medical records, which pertains to or is necessary for your healthcare and treatment. It may also be necessary for us to collect information about you from medical insurers or government agencies.

How Do We Look After Personal Data?

We limit the amount of personal data collected only to what is fair for purpose. We restrict, secure and control all of our information assets against unauthorised access, damage, loss or destruction; whether physical or electronic. We retain your personal data only for as long as is necessary, to respond to your requests, or longer if required by law. If we retain your personal data for historical or statistical purposes we ensure that the personal data cannot be used further, unless required to do under a legal obligation, or at your request or consent. While in our possession, together with your assistance, we try to maintain the accuracy of your personal data.

Who Might We Share Your Personal Data With?

To maintain our services, or to ensure the fulfilment of a contractual agreement, your personal data may need to be shared with or disclosed to other service providers, such as other medical professionals be they in the private or public sector, other controllers or, in some cases, public authorities. We may be mandated to disclose your personal data in response to requests from a court, police services or other regulatory bodies. Where feasible, we will consult with you prior to making such disclosures and, in order to protect your privacy, we will ensure that we will disclose only the minimum amount of your information necessary for the required purpose.

Our Legal Bases

The legal basis for using your data will depend on the purpose of the proposed use. Where the information used is classed as a ‘special category of persona information’ we must have a specific additional legal basis to do so.

The legal bases we will generally rely on to use your data are:

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| (a) Consent | You have given clear consent for us to do so, such as to provide care. |
| (b) Contract | To provide care pursuant to a contract between you and us. |
| (c) Legal Obligation | It is necessary to comply with the law. |
| (d) Vital Interests | The processing of your data is necessary to protect someone’s life. |
| (e) Public Task | It is in public interest or of our official function, with clear basis in law. |
| (f) Legitimate Interests | It is in our or another’s interests, unless superseded for good reason. |

How Can You Access Your Personal Data?

You have the right to access any of your personal data that we may hold. If any of that information is incorrect, you may request that we correct it. If we are improperly using your information you may request that we stop using it. You may also request that we delete your information completely, unless we are under a legal obligation to retain it.

Where you have previously given your consent to process your personal data, you also have the right to request that we port or transfer your personal data to a different service provider or to yourself, if you so wish.

Where it may have been necessary to get your consent to use your personal data, at any moment, you have the right to withdraw that consent. If you withdraw your consent we will cease using your personal data, unless required by a legal obligation to do so, without affecting the lawfulness of processing based on consent before your withdrawal.

If you would like to make a request regarding the personal data that we hold for you, you may make a request by using the contact details outlined previously.