



Privacy Policy

Herts Clinic - therapy services

Herts Clinic will be known as the 'controller' of any personal data you provide. We are committed to safeguarding the privacy and security of your personal information. This Privacy Policy outlines how we collect, use, disclose, and protect your information in accordance with the General Data Protection Regulation (GDPR) and other applicable data protection laws.

1. Information We Collect:

We may collect various types of personal information to provide our effectively. This information may include:

- a) Personal identification details such as name, address, date of birth, and contact information.
- b) Medical history, including information about injuries, illnesses, treatments, and medications.
- c) Health insurance details.
- d) Payment information for billing purposes.

2. How We Use Your Information:

We use your personal information for the following purposes:

- a) Providing therapy treatments and services tailored to your needs.
- b) Managing appointments and scheduling.
- c) Billing and processing payments.
- d) Communicating with you regarding your treatment, appointments, and clinic updates.
- e) Maintaining accurate medical records as required by law.
- f) Improving our services and clinic operations.

3. Data sharing and Disclosure:

We may share your information with third parties in the following circumstances:

- a) To comply with legal obligations or respond to lawful requests from authorities.
- b) With our service providers who assist us in providing our services (e.g., billing processors, appointment scheduling software).
- c) In connection with a business transaction, such as a merger, acquisition, or sale of assets.
- d) We do not sell, rent, or lease your personal information to third parties.

4. Data Security:

We implement appropriate technical and organisational measures to protect your personal information against unauthorised access, disclosure, alteration, or destruction. We restrict access to your information to authorised personnel only and maintain physical, electronic, and procedural safeguards to ensure its confidentiality. However, no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

5. Your Rights:

You have certain rights regarding your personal information, including the right to access, correct, or delete your information. You may also have the right to object to or restrict certain processing activities. To exercise your rights, please contact us using the contact information provided below.



6. Data Retention:

We will retain your personal information for 6 years or as long as necessary to fulfil the purposes outlined in this Privacy Policy unless a longer retention period is required or permitted by law.

7. Updates to this Privacy Policy:

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated revision date. We encourage you to review this Privacy Policy periodically for any changes.

8. Contact Us:

If you have any questions or concerns about our Privacy Policy or our data practices, please contact us at jamie.speary@hotmail.co.uk

Effective Date:

This Privacy Policy is effective as of the date indicated below and replaces any previous versions.

3 April 2024