

Privacy Policy

As part of undertaking normal business activities, we (ChiroProActive Ltd) collect and process personal data relating to prospective clients, clients and former clients. As a data controller of this information, we are committed to being transparent about how we collect and use that data and to meeting our data protection obligations.

This privacy policy (together with our terms of use) details who we are, the data we collect, how we use that data and other relevant information.

The address and contact details of the data controller (ChiroProActive Ltd) are set out at the end of this privacy policy.

If you do not provide your data to us

You are under no obligation to provide information to us, however if you do not provide us with the legitimate data that we request, we may be unable to continue assisting you with your enquiry or your contract to provide you with our services.

Information We May Collect From You When Using Our Website

We may ask you to provide certain information when you use our website. You will know when we are collecting information intended to be kept for future use because the web page will contain a link to this privacy policy. The information collected may include:

- your name, occupation and job title
- your C.V. or resume and information relating to any job application
- postal/e-mail address
- details about services or products you specifically request
- details from documents you complete on-line
- details of your visits to our website including but not limited to traffic data, location data, weblogs and other communication data and the resources that you access

Uses Made of Your Information

We may use information held about you in the following ways:-

- To ensure that content from our website is presented in the most effective manner for you
- To provide you with information on products or services that you request from us or which we may feel may interest you but only where you have consented to be contacted for such purpose
- To carry out our obligations in respect of any contract entered into between you and us
- To notify you of changes to our website where appropriate
- To Improve our service to you

Who has access to data

We will only use data for the purposes set out in this policy, this may include disclosing information to contracted third parties where necessary to assist in providing services to you. We may disclose or share information with other third parties where we are under duty or legally required to do so. In all such cases they will only have access to information sufficient to complete their contracted or legal tasks.

We use remote reception and clinic software solutions to assist us in securely managing data and providing services to you. They are bound by contract and Data Protection Law and are not permitted to access or use this data for any other purposes.

If you provide us with personal health information

Confidentiality is central to the relationship between chiropractors and their clients. The information we gather is solely for the purposes of providing you with the best possible care and will be held in confidence. We will only use the data you provide in order to provide the services we agree. With your permission we will ensure the data we hold is kept up to date.

The personal health data we process and what we do with it

The data we collect is to service an enquiry or a contract to provide and manage health care assessment, diagnosis and treatment with a registered chiropractor. As such this data may include contact details; name, address, date of

birth, telephone number, email address and relevant medical history. Examination and treatment will only be conducted with explicit consent and you have the right to remove consent at any time.

While you continue to receive treatment from our clinic we will continue to store and use your personal data. Following your last visit with us, we are required to store this data for 8 years (or until your 25th birthday if you were under 16, or 26th birthday if you were 17 at the time of your last visit).

Gathering of data from, or providing of data to third parties, such as third-party test results, communicating with other health professionals, or insurance companies will only be performed with your explicit consent.

Where We Store Your Personal Data

We store all personal data on our IT systems, including database and email systems. This is stored securely in off-site data centres with appropriate technical and organisational security measures in place, including redundancy and back up.

Any paper-based or physical data collected or used will be processed into the same systems and physical copies either securely destroyed or returned as appropriate.

Your rights regarding your data

You have the right to be informed of how we use your data as outlined in this document. Additionally you have a number of rights outlined below:

- **Access:** You can request the information we hold about you by contacting the data controller, their details are provided below. Further to this you also have the right of data portability where you can have us transfer your data or copies of it for your own purposes. We will require proof of identity to provide this information.
- **Correction:** If the data we hold about you is incomplete or inaccurate you can have us correct it.
- **Deletion:** You can have us delete your data from our systems wherever it is not required.
- **Restriction:** You can restrict the use of your data, such as if you feel it is inaccurate or you no longer give permission for the use of your data. You can also object to us using your data such as where it is used for our legitimate interests.
- **Automated decision making:** You can choose whether your data is used where automated decisions are made, such as profiling. We do not use automated decision making.
- **Complain:** If you feel your data has been misused you can raise concern with the Information Commissioner, details are available on their website: ico.org.uk.
- **Withdrawal of consent:** By using our services you have entered into a contract for those services, you have the right to withdraw that consent at any time.

Data Breaches

Should your personal data that we control be lost, stolen or otherwise breached, where this constitutes a high risk to your rights and freedoms, we will contact you without delay. We will give you the contact details of the Data Controller or Data Protection Officer who is dealing with the breach, explain to you the nature of the breach and the steps we are taking to deal with it.

IP Addresses And Cookies

Some websites use "cookies" which are text only strings of information that the website you are visiting transfers to the cookie file of the browser on your computer. The purpose is to identify users and to enhance the user's experience by customising web pages. A cookie will usually contain the name of the domain from which the cookie has come, an expiry date for the cookie, and a value which is usually a randomly generated unique number.

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration. This is statistical data about our users' browsing actions and patterns. We use Google Analytics to analyse the use of this website. Google Analytics generates statistical and other information about website use by using cookies which are stored as mentioned above on the user's computer, This information is used to create reports about use of our website. Google will store this information. For their Privacy Policy please visit (<http://www.google.com/privacypolicy.html>)

Most browsers allow you to refuse to accept cookies (in the internet options settings). Selecting to block all cookies may affect the usability you experience on visiting many websites including this one.

Other websites

Our website may contain links to other websites. This privacy policy only applies to this website, so when you link to other web sites you should exercise caution and read their own privacy policies. We cannot be responsible for the protection and privacy of any information which you may provide while visiting such websites.

Social Networking

The Site may offer you the opportunity to share or follow information about us (or the Site or our services) using third party social networking functionality (such as through "share this", "like" or "follow" buttons).

We offer this functionality in order to generate interest in our services among the members of your social networks, and to permit you to share and follow opinions, news and recommendations about us with your friends. However, you should be aware that sharing personal or non-personal information with a social network may result in that information being collected by the social network provider or result in that information being made publicly-available, including through Internet search engines.

Please note that we do not endorse or control the policies or practices of any third party social network whose functionality you may access through the Site. You should always read the privacy policy of any social network through which you share information carefully in order to understand their specific privacy and information usage practices.

Changes

Any changes we make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you.

Data Controller

The data controller is ChiroProActive Ltd (Company Number SC399248), Registered Data Controller number ZA031357, our registered office is Suite 411, Baltic Chambers, 50 Wellington Street, Glasgow. For all data protection matters please contact us at and our principal place of business; Suite 144 Central Chambers, 11 Bothwell Street, Glasgow G2 6LY or by email at info@chiro-pro-active.co.uk

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