

Privacy and Data Protection Policy

At Solymar Chiropractic, we are committed to protecting the privacy and security of our clients' personal information. This policy explains how we collect, use, store and protect your data in compliance with the **UK General Data Protection Regulation (GDPR)** and the **Data Protection Act 2018**.

Clinic Name: Solymar Chiropractic

Data Controller: Paige Medway, Clinic Director

Address: 7 High Street, Christchurch, Dorset, BH23 1AB

Contact email: info@solymar.co.uk

Contact number: 01202 096 757

ICO Registration Number: ZC026819



What Personal Data We Collect

We collect and process the following categories of personal data:

- Identity Data: name, date of birth, gender/sex.
- Contact Data: address, telephone/mobile number, email address, emergency contact
- Health Data: medical history, examination notes, treatment records, GP details, diagnostic information, health questionnaires.
- Financial Data: payment details
- Appointment Data: booking and attendance records, correspondence.

How We Collect Your Data

We collect your personal data:

- Directly from you (in person, by phone, email or online forms).
- From other healthcare professionals with your **consent** (e.g. GP, or specialist referrals).

Purpose and Legal Basis for Processing

We process your data for the following purposes:

- Providing chiropractic care, massage therapy and treatment
- Maintaining clinical records in accordance with professional and legal obligations
- Managing appointments, payments and communications
- Referring you to or receiving information from other healthcare providers, with **your consent**.

Lawful Basis for Processing:

- Performance of a contract (to provide you with treatment).
- Legal obligation (to maintain medical records).
- Vital interests (where necessary for health and safety).

- Consent (for sharing information with other providers or for marketing communications).

How We Store and Protect Your Data

Your personal information is stored securely:

- In password-protected electronic systems
- Access is restricted to authorised clinic staff only
- Data is encrypted where appropriate and regularly backed up.

We retain patient/client records for a minimum of **8 years after the last treatment** (or until a child reaches the age of 25, whichever is longer), as required by professional guidelines.

Sharing Your Data

We only share your data when necessary and with your consent, including:

- Other healthcare professionals (e.g. your GP, specialist consultants).
- Payment processors or insurers (where applicable).
- Regulatory bodies (if legally required).

We **never** sell your data or share it with third parties for marketing.

Your Rights

Under the UK GDPR, you have the right to:

- Access your data (Subject Access Request).
- Request correction of inaccurate information.
- Request deletion (where legally permitted).
- Restrict or object to processing.
- Data portability (transfer to another provider).
- Withdraw consent at any time (where consent was given).

To exercise your rights, please contact us using the details above.

Cookies and Website Privacy

If you visit our website, we may collect limited technical data (such as IP address, browser type, or cookies) for analytics and functionality purposes. You can manage your cookies through your browser settings.

Complaints

If you have concerns about how we handle your data, please contact us first. If you are not satisfied, you can contact the **Information Commissioner's Office (ICO)**:

Website: www.ico.org.uk

Phone: 0303 123 1113

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Updates to This Policy

We may update this policy periodically to reflect legal or operational changes. The latest version will always be available at www.solymar.co.uk or in clinic upon request.

Last Updated: 31/10/25