Privacy Policy

Harris Mind & body is apart of Harris Healthcare Solutions Ltd. We take your privacy very seriously. This Privacy Policy explains how we use any information we collect about you.

**Why we collect information about you?**

Health care professionals who provide you with care are required by law to maintain records about your health and any treatment or care you have received. These records help to provide you with the best possible healthcare and help us to protect your safety.

We collect and hold data for the purpose of providing healthcare services to our patients and running our organisation, which includes monitoring the quality of care that we provide. In carrying out this role we will collect information about you which helps us respond to your queries or secure specialist services. We will keep your information in written form and/or in digital form. The records will include basic details about you, such as your name and address. They will also contain more sensitive information about your health and also information such as outcomes of needs assessments. Consent will be obtained before we collect and process the data you provide us.

**Consent**

Harris Mind and Body requests your consent to process the data you provide us to:

1. Ensure the necessary performance of a course of treatment.
2. Comply with our legal obligations as a healthcare provider.
3. Where there is a vital interest to contact a third party such as next of kin in a medical emergency, or your GP.
4. Provide you with information where we may have a legitimate interest to do so e.g. Information about a new treatment or class that would be of benefit to you.

**What Information do we collect about you?**

We collect information about you when you make an enquiry, register as a patient/client or have been referred by a third party. We also collect information about you during our assessment process, when you voluntarily complete questionnaires or provide feedback.

The health care professionals who provide you with care maintain records about your health and any treatment or care you have received previously (e.g. from Hospitals, GP Surgeries, etc.). These records help to provide you with the best possible healthcare and there is a legal reason why we collect and process such information.

 Records which Harris Mind & Body will hold about you will include the following:

|  |  |
| --- | --- |
| **Information type** | **Legal Basis** |
| Details about you, such as your address and next of kin | Performance of our Contract |
| Any contact the Practice has had with you, such as appointments, clinic visits, telephone calls, email correspondence. | Performance of our Contract |
| Notes and reports about your health | Our Legitimate interest |
| Details about your treatment and care | Our Legitimate interest |
| Results of investigations, such as laboratory tests, x-rays, etc. | Our Legitimate interest |
| Relevant information from other health professionals, relatives or those who care for you | Our Legitimate interest |

**How will we use the information we collect?**

Everyone working for our organisation is subject to the Common Law Duty of Confidence. Information provided in confidence will only be used for the purposes advised with consent given by the patient, unless there are other circumstances covered by the law.

The health records we use will be electronic, on paper or a mixture of both, and we use a combination of working practices and technology to ensure that your information is kept confidential and secure. Your records are backed up securely. We ensure that the information we hold is kept in secure locations, is protected by appropriate security and access is restricted to authorised personnel.

The information you provide to us will be used in one or more of the following ways, given your consent;

1. Manage your account
2. Contact you about appointments/classes
3. Contact relevant third parties such as GP/Consultants/other health care professionals
4. Contact you about new treatments/classes/ products that might be of interest
5. Provide audit information to partner organisation for the purpose of ensuring quality health care provision.

We will not use or disclose your information for marketing purposes to anyone outside HMB without prior consent.

## Who are our partner organisations?

We may also have to share your information, subject to strict agreements on how it will be used, with the following organisations:

* NHS Trusts
* GP Federations
* Private Sector Providers
* Clinical Commissioning Groups
* West Berkshire Physio Alliance
* Brighton University (Data for Impact Study)

You can object to your personal information being shared with other healthcare providers but should be aware that this may, in some instances, affect your care as important information about your health might not be available to healthcare staff in other organisations. If this limits the treatment that you can receive then the practice staff will explain this to you at the time you object.

## Your Email and Mobile telephone number

If you provide us with your mobile phone number we may use this to send you reminders about your appointments or other health screening information. Please let us know if you do not wish to receive reminders on your mobile.

We would like to send you information about Harris Mind & Body and any new treatments/products/classes/therapies that may be of interest to you by, Email, Post, Telephone or Instant Messaging

If you do agree to any of these methods you are able to opt out, withdrawing your consent and stopping the marketing at any time.

**Your Rights to access your information and correction**

Under Data Protection Legislation everybody has the right to see, or have a copy, of data we hold that can identify you, with some exceptions. You do not need to give a reason to see your data. If you want to access your data you must make the request in writing. Under special circumstances, some information may be withheld. We may charge a reasonable fee for the administration of the request. We want to make sure your information is correct. If you want to update, correct or remove incorrect personnel information we hold about you can request to do so. If you wish to have a copy of the information we hold about you, please contact Philip Harris.

## Change of Details

It is important that you tell the person treating you if any of your details such as your name or address have changed or if any of your details are incorrect so that they can be amended. Please inform us of any changes so our records for you are accurate and up to date.

**Safeguarding**

To ensure that vulnerable adults and children’s safeguarding matters are managed appropriately, access to identifiable information will be shared in circumstances where it’s legally required for the safety of the individuals concerned. Children under the age of 14 will need consent to be provided by an appropriate adult. Chaperones can be and/or will be requested as appropriate for any person of any age receiving an assessment or treatment.

## Data Retention and Deletion.

We manage patient/ client records in line with the [CSP](http://webarchive.nationalarchives.gov.uk/20160729133355/http%3A/systems.hscic.gov.uk/infogov/iga/rmcop16718.pdf) and HCPC code of conduct which sets the required standards of practice in the management of records for those who work as Chartered Physiotherapists or under contract to NHS organisations in England, based on current legal requirements and professional best practice. Therefore, we have a legal obligation to hold your data for 8 years following your last contact. After this point your records will be deleted/destroyed.

**Changes to our Privacy Policy**

We will regularly review our privacy policy. Any changes to our Privacy policy will be made and updated on our website and can be requested on contacting us. Last Updated 5th May 2018.

**Contact details**.

Please contact us if you have any questions about our privacy Policy or the information and data we hold about you.

Email info@harrismindandbody.com

Phone 01635 44882

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