

THE LANES CLINIC

NORWICH

GDPR Statement

Personal Information

At various times during your interaction with therapists at The Lanes Clinic (TLC) Ltd, you will be asked to provide personal information. This document tells you what information we request and why we need it, what information is stored, and how we process it.

Online Appointment Booking

This clinic uses MindBody scheduling software, and is available for booking all therapy appointments on-line. Should you wish to make use of this facility, we request your name, email address, date of birth and mobile telephone number to confirm your appointment.

We also send you appointment reminders. Your contact details are stored within MindBody's software database, but we **DO NOT** share or pass on your personal details to any 3rd party.

We may also send you a questionnaire after your first appointment to ask you for your feedback. If, subsequently, you would like us to remove your personal contact details from our database, let us know, and we shall do so within 5 working days. Unfortunately, you will not be able to use the on-line booking facility without providing this information. However, you will still be able to make appointments via the clinics reception on 01603 660022.

Your Initial Consultation

As part of the initial consultation with the therapists working within the Clinic, you may be requested for your full name, address and date of birth so that they can identify your medical records correctly (as these are legal documents) and also to identify you correctly in any necessary correspondence with any other 3rd parties that you authorise. Should your name (eg.

marriage) or address change, it is important that you let them/us know so that we can ensure your records are updated. We request your email address and telephone number(s) in order to contact you regarding your appointments, or with appointment reminders, or relating to your treatment at The Lanes Clinic (TLC) Ltd. Should these details change, it is important that you let your therapist know so that they/we can ensure your records are updated. We do NOT share or pass on these personal details to any 3rd party. You are not obliged to provide your email address or telephone contact details. And if, subsequently, you would like us to remove your email address and telephone number(s) from our database, let us know, and we shall do so within 5 working days. Please note that, without this information, we would be unable to contact you should we need to inform you of a change to your appointment in the event that your therapist is unavailable to see you, or we would be unable to send an email appointment reminder. If you choose not to receive an appointment email reminder, and you miss your appointment, you will be charged the full fee, for the missed appointment.

We may also use your personal details to contact you (by post, email or text) with information, such as newsletters, that you may find of interest regarding our services or with requests for feedback. We would seek your consent prior to doing so, and you may subsequently withdraw your consent if you wish – simply let us know, and we shall stop doing so within 5 working days.

Data Processing

We store your name, address, date of birth, and (when provided) your email address and contact telephone numbers within a clinic database within the MindBody application. The database is password protected and held on a secure server, accessible only to reception staff and the management at The Lanes Clinic (TLC) Ltd. The database is NOT shared with or passed on to any 3rd party. We would seek your consent prior to including your information in the clinic database, and you may subsequently withdraw your consent if you wish – simply let us know, and we shall remove your details within 5 working days.

Therapists at The Lanes Clinic (TLC) Ltd

All Therapists at The Lanes Clinic (TLC) Ltd are responsible for their own medical records and management of patients' personal information as per the General Data Protection Regulation. Please refer to your specific therapist for a privacy statement and for details of how they manage your information.

For further information regarding the storage and processing of your personal data, or if you feel that there is an error in the data we hold, or if you would like us to remove your contact details from our database, please contact the clinic's reception on 01603 660022 or via email at info@thelanesclinic.co.uk.

If you feel that The Lanes Clinic (TLC) Ltd have not managed your personal information correctly, please contact us, and we shall endeavour to address your concern immediately. You also have the right to object to the Information Commissioner's Office at <https://ico.org.uk/concerns/> or by phone on 0303 123 1113.

Samantha Quinton

Director

The Lanes Clinic (TLC) Ltd