

# Our Patient Privacy Notice

## About Us

The data controller is Dr Jonathan Houghton MBBS FRCP FFSEM BSc DipSEM DipMSKUS, a Consultant in Sports Medicine & Rheumatology, providing consultations, diagnostics and treatment of musculoskeletal conditions. The practice is run at Fortius Clinic, 75 King William Street, London, EC4N 7BE, and at Sevenoaks Medical Centre, Beadle House, London Rd, Sevenoaks TN13 2JD

The General Data Protection Regulation (GDPR) sets out the basis upon which an individual's data can be obtained and used. The purpose of this Privacy Notice is to explain how the practice and our staff will manage, in compliance with the law, any personal data that we collect about you when you contact us or use our healthcare services.

## What information do we collect about our patients?

We collect information about you when you contact us about our services, make an appointment with us, undergo investigations and/or treatment or are referred to us by another medical professional. The information we collect may include the following:

- Name and date of birth
- Postal address, email address and telephone number
- Emergency contact details including next of kin
- Details of your condition or injury
- Background referral details
- GP details and those of other professionals involved in your care
- Details of your appointments, clinic visits, medications administered etc.
- Records about your health, treatment and care
- Results of investigations, such as laboratory tests, MRI, ultrasound and x-rays
- Information from other health professionals
- Details of who is responsible for payment of your consultation/investigation/treatment e.g. Insurer, sponsor, you or other

## Who processes patient information?

In order to support your care, the practice and staff maintain records about you. The records may be processed by any member of the following teams:

- Clinicians
- Reception Team
- Medical Secretariat
- Admin Team
- Clinical Team
- Radiology Team
- Accounts Team

In certain circumstances, patient data may be processed by third party typists, phone answering service, medical billing company and/or credit control or a debt recovery agency.

## How do we use the information we hold about our patients?

To ensure you are receiving care according to your clinical needs, we will use information about you to enable us to arrange appointments with the appropriate clinician(s), hospital and/or other facility for consultation, investigations and/or treatment.

If you have been referred to us by another medical or allied professional, we may disclose details of your consultation/investigations/treatment to them where appropriate. You can ask for some information not to be shared but this may result in the delivery of your care being less efficient.

We will never market our services to you or pass on your information to a third party for marketing purposes.

Each time we process your data we must have a legal justification for doing so. Generally, the grounds for doing so will be as follows:

- To set you up as a patient on our systems so that you can enter into a contract with the clinic and clinician to receive healthcare services from us
- To provide you with healthcare and related services
- To communicate with you and help you resolve any queries, concerns or complaints you may have
- To communicate with other healthcare professionals involved in your care
- To comply with regulatory obligations and defend our legal rights
- For account settlement purposes
- For clinical audit purposes
- For appropriate business needs

## How long do we retain your data for?

We will retain your personal information only for as long as necessary to provide you with our services and as described in our Privacy Policy. However, we may also be required to retain this information to comply with any legal and regulatory obligations, to resolve disputes, and to enforce any agreements. The retention of medical records is normally a minimum of 8 years, after the last appointment.

## How can you access your information?

Under the GDPR you have a number of rights with regard to how your personal data is handled. You have the right to request a copy of the information that we hold about you by making a Subject Access Request. For more information please email [houghton@fortiusclinic.com](mailto:houghton@fortiusclinic.com) or write to us at the following address; Fortius Clinic, 75 King William Street, London, EC4N 7BE.

If your personal details change, or it comes to your attention that the information we hold about you is inaccurate in any way please let us know and we will make the relevant corrections.

## How do we keep your information safe?

We take protection of your data and information very seriously. All information is held safely and all those involved in the processing of patient data are trained to do so in compliance with GDPR. Where we share your information with others, we ensure this is done securely by encrypted email.

## Changes to our Privacy Notice

We regularly review our Privacy Notice and will update this page as required.