

## Covid 19 policy

All the members of the team are fully vaccinated and they will wear all the required PPE (mask, gloves etc.) to keep you safe and relaxed during your treatment. Despite the relaxing of the restrictions on the 19th of July 2021 as a healthcare setting you are also required to wear a mask for all the duration of the treatment. We thoroughly sanitize the clinic room prior to any single appointment. Prior to your appointment you will be asked to fill a covid 19 screening form. Do not attend your appointment if you are unwell or you're experiencing symptoms of covid 19 such as **short of breath, dry cough, diarrhea, fever, sore throat, loss of smell or taste.** If you have any symptoms of covid and you will come to the clinic you will be asked to leave our premises, contact NHS and self isolate. Thank you for your cooperation. This is to protect you, keep you safe and smile at all times.

## Privacy policy

Giovanni Bruno and Madeleine Kibbel are the appointed Data Protection Controller at MiTo Healthcare clinic and are registered with the Information Commissioner's Office (ICO).

### Information Held

The following information is collected: patient name, address, date of birth, email address, phone numbers, GP details, past medical history, family medical history and case history for treatment carried out at MiTo Healthcare Clinic. All information is given by the patient or their carer, parent, or legal guardian.

### Data Collection

Information collected is sufficient for the purpose of making informed clinical decisions.

Data is collected verbally on the phone by reception staff or practitioners to book appointments and take contact details. Medical information is collected by osteopaths verbally during face to face appointments.

Patient contact details and appointments are stored on the computer. Patient clinical records are electronic.

We are following the law telling you about your rights and our obligations in regards to processing and managing your personal data. Read thoroughly the information provided at [knowyourprivacyrights.org](http://knowyourprivacyrights.org).

## Data Storage

We use Cliniko for all appointment bookings. When booking online, you are required to enter your name, date of birth, address, phone number and email address. Our

access to this information is password protected and stored on the Cliniko servers. For more information, please visit <http://www.cliniko.com>

We use "Rehab my patient" to send out exercise plans when applicable. Your information will be stored securely on the servers at "Rehab My Patient". If you have agreed to receive marketing emails, including newsletters, your personal details will be stored securely on the servers at Cliniko, at Treatwell or at Classpass based on which booking system you used. For more information, please visit <http://www.rehabmypatient.com>; <https://www.cliniko.com/>; <https://www.treatwell.co.uk/>; <https://classpass.com/>.

We use Google form to send feedback forms asking for treatment evaluation and we may ask you to give us a review using Google reviews. We will send this form only if you agreed to that and Google form is not collecting email addresses.

## **Data disposal**

Records cannot be deleted before statutory requirements for data retention – 8 years or up to 25 years of age for children

Notes are disposed of securely after 8 years or 25 years of age for children.

Electronic records are deleted from the system after 8 years or 25 years of age for children.

Consent

Patient data is also used for appointment reminder emails and text messages, a newsletter and marketing which patients opt in to with a tick box/verbally on their first visit. Patients can withdraw their consent anytime asking one of our team members during your appointment, call our clinic or send an email to

**[info@mitohealthcareclinic.co.uk](mailto:info@mitohealthcareclinic.co.uk)** .

We process your data using the lawful basis of consent for marketing, and fulfillment of contract and legitimate interest for processing your medical record and sending you health information and exercises relating to your condition. Your medical record is processed as Special Category Data under Article 9 2(h) of the GDPR.

Parents must give consent for communication with children under 16 years.

Data Sharing

Information is only shared with other persons with patient's permission. This would usually be with other health professionals for the purposes of referral. Patient information is never passed on to other practitioners, persons or companies.

Your data will never be shared unless we are legally obliged to do so or in any other cases of severe and serious safety risk.

We do not sell your data to any third parties.

## **Data Checks**

Every year at regular intervals we check all active patient data is correct.

## Security

Access to patient records is restricted to practitioners and admin staff who have signed a confidentiality agreement.

All electronic data is password protected and access to information can be restricted.

Systems are kept updated and antivirus security systems are in place and updated.

Passwords are changed every year.

Any breach of data will be observed, detecting and monitoring signs of unauthorized log on, hacking, change to permissions on the computer system. Data breaches will be investigated and reported to the Information Commissioner's Office by the appointed person. Patients will be informed if we believe a data breach has occurred.

Patients have the right to contact Information Commissioner's Office if they believe that a data breach has occurred, contact number for Information Commissioner's Office 03031231113

## Subject Access Requests

You can ask for data release with a signed request. Any data sharing is detailed in the patient record.

## Patient Rights

You can request to see your data at any time, move your data to another practice, correct any inaccuracies, prevent marketing. You may request for details to be deleted but due to our legal obligation we cannot delete your health record, but we can remove you from our contact list.

## Complaints

If you have any concerns or complaints about data processing, please contact the data controller at MiTo Healthcare Clinic at [info@mitohealthcareclinic.co.uk](mailto:info@mitohealthcareclinic.co.uk)