

Mr Waseem Saeed and his team understand that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all of our patients and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the law.

1. Information About Us

Data Protection Officer: Mr Waseem Saeed

Email address: tracey@waseemsaeed.com

Telephone number: 07563162500

Postal Address: The HCA Wilmslow Hospital, 52-54 Alderley Rd, Wilmslow SK9 1NY

2. What Does This Notice Cover?

This Privacy Information explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

3. What is Personal Data?

Personal data is defined by the General Data Protection Regulation (EU Regulation 2016/679) (the “GDPR”) as ‘any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier’.

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers. The personal data that we use is set out in Part 5, below.

4. What Are My Rights?

Under the GDPR, you have the following rights, which we will always work to uphold:

11. a) The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions using the details in Part 11.
- b) The right to access the personal data we hold about you. Part 10 will tell you how to do this.
- c) The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete. Please contact us using the details in Part 11 to find out more.
- d) The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we have. Please contact us using the details in Part 11 to find out more.
- e) The right to restrict (i.e. prevent) the processing of your personal data.
- f) The right to object to us using your personal data for a particular purpose or purposes.
- g) The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.

h) Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the details provided in Part 11.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

5. What Personal Data Do You Collect?

We may collect some or all of the following personal data (this may vary according to your relationship with us):

- Name;
- Date of birth;
- Gender;
- Address;
- Email address;
- Telephone number;
- Information regarding your health;
- Profession;
- Payment information;
- Information about your preferences and interests;
- GP details;
- Private Health Insurance details;
- Next of Kin;

Your personal data is sometimes obtained from the following third parties:

- GP;
- Referring clinician
- Information provided by you

6. How Do You Use My Personal Data?

Under the GDPR, we must always have a lawful basis for using personal data. This may be because the data is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate business interests to use it. Your personal data may be used for the following purposes:

- Dealing with your requests/enquiries;
- For the provision of services requested
- Conducting surveys directly associated with your treatment under Mr Saeed's care and informing you of treatments offered to you as a patient of Mr Saeed
- Communicating with you. This may include responding to emails or calls from you.

7. How Long Will You Keep My Personal Data?

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected. Your personal data will therefore be kept for a minimum of 8 years.

8. How and Where Do You Store or Transfer My Personal Data?

We will store or transfer your personal data within the European Economic Area (the “EEA”). The EEA consists of all EU member states, plus Norway, Iceland, and Liechtenstein. This means that your personal data will be fully protected under the GDPR or to equivalent standards by law.

Hardware encrypted versions of your medical records may be stored outside this area if Mr Saeed works outside this area. This is to allow him to store your data for the appropriate minimum time and respond to any issues should the need arise.

Please contact us using the details below in Part 11 for further information about the particular data protection mechanism used by us when transferring your personal data to a third country. We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

9. How do we protect your personal information?

The protection of personal privacy is of the utmost importance to MPS. We take appropriate organisational and technical security measures to protect the data that we hold against unauthorised disclosure or unlawful processing.

Communications between WSI and third parties will be securely encrypted unless you specifically request and consent for unencrypted communication. We use a secure server to store the information you give us when you register, enquire or submit a referral online.

Medical records are stored on military-grade secure drives

While we use strong encryption, both when your information is moving to or from our web services and also whilst your information is held by us, unfortunately the transmission of information via the internet can never be completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

10. Do You Share My Personal Data?

We will NOT sell this information and will only disclose it to other persons associated with your care/treatment and those who service our infrastructure eg IT systems who are under strict confidentiality requirements. In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

Please note that Mr Saeed reserves the right to share all your data with his medical indemnity service supplier in the event of a complaint or legal action against him in order that he can obtain appropriate advice. This forms a condition of consultation and/or treatment by Mr Saeed or his team. If this is something that is not acceptable to you, please inform Mr Saeed at your first visit.

11. How Can I Access My Personal Data?

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a “Subject Access Request”.

All Subject Access Requests should be made in writing and sent to the email or postal addresses shown in Part 11. If you would like a copy of some, or all, of your personal information, please contact us at. If, at any time, you want to verify, amend or remove your personal data or preferences please write to us at.

There is not normally any charge for a subject access request. If your request is ‘manifestly unfounded or excessive’ (for example, if you make repetitive requests) a fee may be charged to cover our administrative costs in responding.

We will respond to your subject access request within 14 days and, in any case, not more than one month of receiving it. Normally, we aim to provide a complete response, including a copy of your personal data within that time. In some cases, however, particularly if your request is more complex, more time may be required up to a maximum of three months from the date we receive your request. You will be kept fully informed of our progress.

12. How Do I Contact You?

To contact us about anything to do with your personal data and data protection, including to make a subject access request, please use the following details for the attention of The Data Protection Controller:

Email address: tracey@waseemsaeed.com

Telephone number: 07563162500

Postal Address: The HCA Wilmslow Hospital, 52-54 Alderley Rd, Wilmslow SK9 1NY

Changes to this Privacy Notice

We may change this Privacy Notice from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection. Please check back frequently to see any updates or changes to our privacy policy.

This privacy policy was last updated on September 2018