



Data Processing Policy

What information do we, at Tudor Medical Matters, collect about you?

We collect information about you when you fill in a new patient form in our clinic, submit a contact or newsletter form on our website, sign up to our online appointment booking system or email/call us directly. We also collect information (particularly health and medication information) during your consultations with our GP. Website usage information is collected using cookies (see below for more information on cookies).

Plus **information you supply voluntarily**, the information we collect about you may include your:

- **Title**
- **Full name**
- **Date of birth** (and age)
- **Address** (including postcode)
- **Email address**
- **Emergency contact information** (name and number)
- **Sex**
- **Health information** including: allergies, medication information, health history and health records, blood results, GP name and consent to inform them of care etc.

Why do we need your data?

We collect information about you to;

- **Fulfil your request:** if you fill out a contact form on our website then we use this information to contact you directly about your request, and offer you further information and appointment options that may be relevant to your query
- **Update your medical records:** we collect information on your allergy and medication information pre-consultation which are added to your personal electronic record, along with all medical notes recorded during consultations and blood results, letters etc.
- **Contact you for clinical reasons:** (by your preferred method) to disclose results of blood tests, send appointment reminders, forward requested certificates, prescriptions or letters, or inform you of changes to any booked appointment dates/times etc.
You can always **update your preferred method of communication** by emailing us on info@tudormedicalmatters.com.

Tudor Medical Matters
3a Bank Street, Rawtenstall, BB4 6QS
Telephone: 01706 551394
Email: info@tudormedicalmatters.com



- **Pass on marketing materials:** email you about other products, services, and information we think may be of interest to you, and send you newsletters, vouchers or special offers via email (**only if you have agreed to receive marketing information already**).
- We may also contact you directly to follow up on the service and user experience we provided during your visit to the clinic.

We will take cautionary measures to ensure that we do not collect any personal data from you that we do not need in order to provide and oversee the services we provide to you.

How long will we store your data?

If you use paid services from Tudor Medical Matters, we are required under **UK tax law** to keep your basic personal data (name, address, contact details) for a minimum of 6 years after which time it will be destroyed. The information that you have provided us with for marketing purposes will be kept by us until you notify us that you no longer wish to receive this information. You can withdraw your consent to receive

We are also required to keep any medical records for a minimum of 10 years after one of our patients has died, or after the patient has permanently left the country (unless they remain in the European Union).

Marketing:

We would like to send you updates and information about information and services of ours which may be of interest to you. If you have consented and opted in to receive marketing on your New Patient Form, you may opt out at a later date, whenever you wish. You have a right at any time to stop us from contacting you for marketing purposes or giving your information to other parties. If you no longer wish to be contacted for marketing purposes please contact us on info@tudormedicalmatters.com or click 'unsubscribe' at the bottom of emails.

What are your rights?

You have the right to request a copy of the information that we hold about you **at any time**. If you would like a copy of some or all of your personal information, please email, call or write to us at the following address.

Email: info@tudormedicalmatters.com

Telephone: 01706 551394

Address: Tudor Medical Matters, 3a Bank Street, Rawtenstall, Rossendale, Lancashire, BB4 6QS.

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We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate. Please contact us if you need to do this.

If you are not satisfied with our response, or believe we are processing your personal data not in accordance with the law, you can complain to the **Information Commissioner's Office**:
<https://ico.org.uk/>.

Cookies:

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. For further information visit www.aboutcookies.org or www.allaboutcookies.org. You can set your browser **not to accept cookies** and the above websites tell you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

Other websites:

Our website may contain links to other websites (NHS UK, YouTube etc.). This privacy policy only applies to Tudor Medical Matters and our website, so when you link to other websites you should read their own, individual privacy policies.

Changes to our privacy policy

We keep our privacy policy under regular review and is regularly updated. This privacy policy was last updated on 17th May 2018.

How to contact us:

Please contact us if you have any questions about our privacy policy or information we hold about you -

Email: info@tudormedicalmatters.com

Telephone: 01706 551394

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