

Knightsbridge Doctors Privacy Notice February 2021

Information That Knightsbridge Doctors Collects

Knightsbridge Doctors processes your personal information to provide you with medical services. We will never collect any unnecessary personal data from you and we do not process your information in any way, other than as specified in this notice.

The personal data that we collect is:

- Name
- title
- date of birth
- marital status
- contact address
- personal email
- home telephone number
- work telephone number
- Mobile telephone number
- occupation
- emergency contact person/next-of-kin and their name, address and telephone number
- background referral details
- health information

We collect information via the registration form that you submit at your initial consultation and after this any changes to your personal information that you inform us of as well as personal data (information relating to your healthcare) by virtue of our ongoing doctor-patient relationship. We will also collect information about you from other healthcare providers such as other GPs, Consultants, Hospitals and Allied Health Professionals over time again as part of the routine management of your healthcare.

How We Use Your Personal Data

Knightsbridge Doctors takes your privacy seriously and will never disclose, share or sell your data without your consent unless required to do so by law. We only retain your data for as long as is necessary for the purposes specified in this notice.

The purposes and reasons for processing your personal data are detailed below:

We collect your personal data in in order to provide you with medical services.

We collect and store your personal data as part of our legal obligation for business accounting and tax purposes.

Your Rights

You have the right to access any personal information that Knightsbridge Doctors processes about you and request information about:

What personal data we hold about you.

The purposes of the processing.

The categories of personal data concerned.

The recipients to whom the personal data has been/will be disclosed.

How long we intend to store your personal data for.

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete information and we will strive to do so as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.

You also have the right to request erasure of your personal data or to restrict processing (where applicable) in accordance with data protection laws, as well as to object to any direct marketing from us.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.

Sharing and disclosing your personal information

We do not share or disclose your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement, such as the Notifications of Infectious Diseases.

Safeguarding measures

Knightsbridge Doctors takes your privacy seriously and takes every reasonable measure and precaution to protect and secure your personal data. We work hard to protect your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place including: encryption, restricted access, IT authentication, firewalls, antivirus/malware software.

Consequences of not providing your data

You are not obliged to provide your personal information to Knightsbridge Doctors. However this information is required for us to provide you with healthcare services and we will not be able to offer these services without this information.

How long we keep your data

Knightsbridge doctors only ever retains personal information for as long as is necessary and we have review and retention policies in place to meet these obligations. We are required under UK tax laws

keep your basic personal data (name, address, contact details). In addition your personal data (health information) is kept for an appropriate period to comply with our legal and regulatory obligations.

Lodging a complaint

Knightsbridge Doctors only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we handle your information, you have the right to lodge a complaint. Please address this to:

Mrs Claire Roche

Practice Manager

Knightsbridge Doctors

15 Basil Mansions

London SW3 1AP

Consent

Knightsbridge Doctors takes your privacy seriously and will only process your personal data with your consent and in accordance with the terms stated in our privacy notice.

Updates to this Privacy Notice

We may update this Privacy Notice from time to time to ensure that it remains accurate.