



Northern Lymphology

The Forest of Bowland Treatment Centre

Privacy Policy

Information about Northern Lymphology Ltd

Company Name: Northern Lymphology Ltd

Companies House Number: 6988836

Primary Contact/Director: Mrs Justine Claire Whitaker

Address: Dunnow Hall, Slaidburn, Nr Clitheroe, Lancashire, BB7 3AD

Phone Number: 01200 446471

E-mail: justine@northernlymphology.com

Website: www.northernlymphology.com

Registered with the Information Commissioners Office (ICO)

About this Privacy Notice

Protecting your privacy and legal rights when dealing with your personal information is important to us here at Northern Lymphology Ltd and we are committed to doing this.

This Privacy Notice intends to provide clear and understandable details about the information we collect about you, how we use and protect it. It also provides information about your rights that relate to the data we process. GDPR (General Data Protection Regulation, 25th May 2018) and the DPA (Data Protection Act, 2018) require us to act in a lawful way and this policy sets out how we comply with this.

How your personal information is collected

With permission we collect personal information from you or any third parties that are acting on your behalf. If you provide us with personal information about other people, please ensure that they have seen this Privacy Notice and understand it, before you provide this information to us. We will collect Standard and Special Category personal information from you, or other third parties and it will be collected from the following sources:

- Your parent or guardian, if you are under 18 years of age
- A family member, or someone else legally acting on your behalf
- Your interpreter, acting on your behalf
- From yourself, either in face to face consultations, or electronic communications such as email, Zoom/TEAMS/FaceTime consultations, telephone conversations and texts/ WhatsApp, or via the postal system

- When you have given explicit consent to subscribe to educational or marketing email correspondence
- Manually, when you fill in referral, assessment, registration and other forms
- Via postal communications, via electronic or postal communications, or records completed by clinicians involved in your care, and their administrators
- When given directly by social services, carers, relatives and friends – over the phone or in person
- From providers of medical imaging and diagnostic testing involved in your care
- From your private medical insurance provider
- In emergency situations by the social services, police or ambulance service staff

The type of personal information we collect

Collecting personal information is essential to the contract of care we offer for you when you attend Northern Lymphology Ltd. The Standard personal information we collect can include (but is not limited to) is as follows:

- Your full name and title
- Your UK residing address
- Your preferred email address
- Telephone number(s) mobile/landline/work
- Your current or previous (if retired) occupation
- Your Date of Birth
- Your Next of kin or similar and their contact details for emergency purposes
- Your NHS number
- Details of any complaints or grievances raised that relate to the provision of your care when using our services
- Your private medical insurance provider account details if appropriate

In addition to the Standard personal information listed above, Special Category personal information which is specific to you on the following will be collected:

- Your health and medical history, both physical and mental

This can be sourced from clinical notes, examination findings, medical imaging data related to your care, test results, diagnosis, correspondence and communication from other medical professionals involved in your past and current care.

Why we have your personal information

Most of the personal information we process is provided to us directly by you for legitimate reasons and for the following:

- To enable us to communicate with you directly and effectively regarding your care and appointment arrangements and necessary onward referral.
- To safely communicate with other Medical professionals within your care team with your consent

On occasion we may need to share your information with your

- GP, Consultant and other Healthcare Professionals involved in your care, with your consent.
- Their administrative staff such as secretaries and practice managers
- People or organisations that we are required by law or our regulatory body to share your personal information with
- The police or other law enforcement agencies, where we are either required by law or a court order
- A parent or legal guardian, if you are a child or lack capacity
- Any person who you have authorised us to share your information with

If you require us to send your ordered compression direct to your house, we will give the Company Provider your name and address with your permission. Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent - You are able to remove your consent at any time. You can do this by contacting Justine Whitaker at Northern Lymphology Ltd, in any format listed at the start of this policy

(b) We have a vital interest - in a medical emergency (necessary to protect your life)

(c) Legitimate Interest - balancing your personal interest with your rights, interest or freedom

How we store your personal information

Your information is securely stored. All personal data is stored electronically in a password protected Cloud based database specifically for this clinic. This is accessed through a password protected computer. All paper data generated from clinic and external sources are kept in a personal folder in a filing cabinet in a locked room. All telephone contact, electronic face-to-face consultations will be held in a private environment, where this is not possible to achieve you will be informed and given a choice to continue or rearrange the discussion.

We keep all your personal data for EIGHT years after your last appointment. We will then dispose your information by deleting all electronic files and data as recommended by the ICO (Information Commissioners Office). For any paper files/photo's/documents (non-electronic), this data will be destroyed by means of Shredding.

Your data protection rights

Under data protection law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- **Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us in writing at Northern Lymphology Ltd, Dunnow Hall, Slaidburn, Nr Clitheroe, Lancashire, BB7 3AD or email: justine@northernlymphology.com if you wish to make a request.

More information of the Law Basis can be found following this link: <https://www.legislation.gov.uk/eur/2016/679/contents>

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at Northern Lymphology Ltd, Dunnow Hall, Slaidburn, Nr Clitheroe, Lancashire, BB7 3AD or email: justine@northernlymphology.com

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>