

Dr N Meadows Private Practice Privacy Policy & Cookies

Clinic's GDPR implementation

Privacy Policy

We are committed to protecting the privacy of our clients and visitors to our website.

This privacy policy notice is for www.paediatricgastroenterology.co.uk, served by Dr N Meadows Private Practice, 10 Magenta Close Billericay, CM12 0LF and governs the privacy of those who use it.

The purpose of this policy is to explain to you how we control, process, handle and protect your personal information while browsing this website or information we collect from you and your child in person, by telephone or via email, including your rights under current laws and regulations.

This policy does not extend to any websites to which we provide links. These websites are not subject to our privacy policy. We recommend you to read the privacy policy of such websites.

By submitting personal information to us, you consent to the data practices as set out in this policy.

If you do not agree to the following policy, you may wish to cease viewing or using this website.

Policy key definitions:

- "I", "our", "us", or "we" refer to the business, Dr N Meadows Private Practice.
- "You", "you and/or your child", "the user", "your", "clients" refer to the person(s) using our services and/or this website.
- GDPR means General Data Protection Act.
- ICO means the Information Commissioner's Office.
- Cookies mean small text files sent from a website and stored on a user's computer or mobile device web browser.

Processing of your personal data

Under the GDPR (General Data Protection Regulation), we control, process, handle and protect any personal information about you and your child electronically using the following lawful basis.

The information we collect

We may collect the following kinds of information from visitors to our website:

- Email enquiries via this website
- Site usage information, using cookies
- Personal information you give us to enable us to reply to your inquiries
- Personal information (name, address, telephone number) you provide when completing online forms.

We may also need to hold the following personal information about you and/or your child:

- Your child's past and current medical condition
- Personal details such as your's and/or your child's age, address, telephone number
- Private medical insurance details
- Next of kin name, including telephone number
- Your child's general medical practitioner details
- Clinical photographs and study models
- Information about the treatment that we have provided or propose to provide and its cost
- Notes of conversations/incidents about your child's care, for which a record needs to be kept
- Records of consent to treatment
- Correspondence relating to you and/or your child with other health care professionals, for example in the hospital or community services.

How we use your information

Information collected is used to:

- Improve the website and our services
- Respond to any enquiries or complaints
- To personalise your experience
- To improve customer service

We do not sell, trade or share your personal information.

How we process the data

We will process personal data that we hold about you and/or your child in the following way:

Retaining information

We will retain records relating to children and young people on our computer system while they are a practice patient until their 25th birthday or 26th if the young person was seventeen at the start of treatment.

Disclosure of information

To provide proper and safe healthcare, we may need to disclose personal information about you and/or your child to:

- Your child's general medical practitioner
- The hospital
- Other health professionals caring for your child
- Medical Insurance providers

Disclosure will take place on a 'need-to-know' basis, so that only those individuals/ organisations who need to know in order to provide care to your child and for the proper administration of Government (whose personnel are covered by strict confidentiality rules) will be given the information. Only that information that the recipient needs to know will be disclosed.

In very limited circumstances or when required by law or a court order, personal data may have to be disclosed to a third party not connected with your child's health care.

In all other situations, disclosure that is not covered by this Code of Practice will only occur when we have your specific consent.

Where possible you will be informed of these requests for disclosure.

Data Security and Protection

We ensure the security of any personal information we hold by using secure data storage technologies, encryption software and precise procedures in how we store, access and manage that information.

Personal data about you and your child is held in the practice's computer system and/or in a manual filing system. The information is not accessible to the public; only authorised members of staff have access to it. Our computer system has secure audit trails and we back up information routinely.

[Our practice management data is stored on a GDPR compliant server in the EU.](#)

Although we will use industry-standard methods and processes to protect your personal data, we cannot ensure or warrant the security of the information you transmit to us. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access. Emails that you may send to us may not be secure, we advise you not to include confidential information in your emails to us.

Your data can never be used by any third party for any other purpose other than for that which you give direct consent. Our methods meet the GDPR compliance requirement.

We are registered with the ICO under the Data Protection Register, our registration number is: ZA334694.

Your individual rights

Under the GDPR your rights are as follows:

- The right to be informed;
- The right of access;
- The right to rectification;
- The right to erasure;
- The right to restrict processing;
- The right to data portability;
- The right to object; and
- The right not to be subject to automated decision-making including profiling.

If you want to exercise your rights in respect of your's and your child's personal data, the best way to do so is to contact us by email on dataprotectionofficer@paediatricgastroenterology.co.uk, or to write to us for the attention of the Data Protection Officer at the address below.

We will provide a copy of the record within 30 days of receipt of the request and an explanation of your's and your child's record should you require it.

In order to protect your privacy, we may ask you to prove your identity by supplying two forms of valid ID before we take any steps in response to such a request.

You can read more about [your rights in details here](#).

You also have the right to complain to the ICO [www.ico.org.uk] if you feel there is a problem with the way we are handling your data.

We handle subject access requests in accordance with the GDPR.

If you do not agree

If you do not wish personal data that we hold about you and/or your child's to be disclosed or used in the way that is described in this Code of Practice, please discuss the matter with us. You have the right to object, but this may affect our ability to provide your child with care.

Internet Cookies

We use cookies to identify your computer or mobile device; it does not reveal your identity.

Cookies are small text files that (if you allow) may be placed on your computer or mobile device by your web browser when you visit websites. This enables websites to recognise your browser and remember certain information.

We use cookies to:

- Remember your settings during and between visits
- Customise elements of the layout and/or content of the pages of the Site for you
- Improve the speed and security of the website.

Cookies we use do not contain personally identifiable information from users of our site, but personal information that we store about you may be linked to the

information stored in and obtained from cookies.

We use both session and persistent cookies on our website.

"Session cookies" will be saved for specific time periods; staying on your device only for the duration of your browsing session.

"Persistent cookies" may last indefinitely, to remember your preferences.

Strictly Necessary Cookies

These cookies are essential in order to enable you to move around the website and use its features.

Performance Cookies

These cookies collect information about how visitors use a website, for instance which pages visitors go to most often, and if they get error messages from web pages. These cookies don't collect information that identifies a visitor. All information these cookies collect is aggregated and therefore anonymous. It is only used to improve how a website works.

Functionality Cookies

These cookies allow the website to remember choices you make (such as your language or the region you are in) and provide enhanced, more personal features. These cookies can also be used to remember changes you have made to text size, fonts and other parts of web pages that you can customise. The information these cookies collect may be anonymised and they cannot track your browsing activity on other websites

We use a cookie control system which allows you, on your first visit to the website, to accept or not the use of cookies on computer or mobile device.

Your web browser should provide you with the controls to manage and delete cookies from your device. Please check your web browser options.

Mozilla Firefox - (Computer) - <https://support.mozilla.org/en-US/kb/delete-cookies-remove-info-websites-stored>

- Android - <https://support.mozilla.org/en-US/kb/clear-your-browsing-history-and-other-personal-data>

Google Chrome (Computer, Android, iPhone, iPad) - <https://support.google.com/chrome/answer/95647?hl=en-GB&co=GENIE.Platform=Desktop>

Safari (computer) - https://support.apple.com/kb/PH21411?viewlocale=en_GB&locale=en_GB and (iPhone, iPad, iPod touch) <https://support.apple.com/en-gb/HT201265>

Internet Explorer - <https://support.microsoft.com/en-gb/help/278835/how-to-delete-cookie-files-in-internet-explorer>

You can read more about cookies at <http://www.allaboutcookies.org>.

We reserve the right to make changes in this Privacy Policy at any time by posting a notice here. We may notify you of any updates by sending you an email. These changes will take effect immediately upon posting.

This document was last updated on 25th May 25 2018.

By continuing to use the Site following any changes you will be deemed to have agreed to such changes.

Contact

If you have any questions in relation to our privacy policy, please email us at dataprotectionofficer@paediatricgastroenterology.co.uk or write to the Data Protection Officer at:

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