

Truro Chiropractic Clinic and Back Pain Clinic Ltd

How we use your information

Why we collect information about you and how it is used

Our clinic keeps records about your health and any treatment and care you receive from Back Pain Clinic Ltd/Truro Chiropractic Clinic Ltd. This helps to ensure that you receive the best possible care. The records may be written down (manual records) or held on a computer (electronic records).

These records may include:

- Basic details about you, such as address, phone number and email address;
- Contacts we have had with you, such as clinic visits;
- Notes and reports about your health and any treatments and care you have received;
- Results of any investigations, such as blood tests or MRI scans;
- Relevant information from other health professionals or those who care for you and know you well, and;
- Information, as a patient, you may have supplied us with.

How your information could be used

Some information will be used for statistical purposes. We take strict measures to ensure that you cannot be identified.

People that have access to your personal information use it to:

- Provide a good basis for all your healthcare decisions.
- Make sure your health care is safe and effective;
- Work effectively with others to provide health care.

Others may also need to use records to:

- Check the quality of care (such as a health record audit);
- Protect the health of the general public;
- Help investigate any concerns or complaints you have about healthcare;
- Teach healthcare professionals; and
- Help with research.

Sometimes it might be necessary to transfer personal information overseas. Any transfers will be made in compliance to data protection requirements.

Sharing your information

We will not share personal information that identifies you for any reason other than providing healthcare unless:

- You ask us to do so;
- We ask you to give us specific permission;
- It is for direct care purpose;
- We have to do so by law;
- We have special permission for health and/or research purposes;
- We have special permission because it is in the public interest.

You can decide:

- Not to share your health information;
- To share your health information with others providing you with care;
- To add information to your record that you would like included.

You should discuss the implications of choosing not to share your records with another medical professional but be reassured that we will continue to provide you with safe, efficient care. You can also change your mind at any time. Please contact us if you don't want to share your information.

Your right to see your personal information

When we receive a request from you in writing, we must normally give you access to everything we hold about you. We will provide other ways for you to apply for your records if you cannot do so in writing.

Your right to confidentiality

You have the right:

- To confidentiality under the Data Protection Act 1998, the Human Rights Act 1998 and the common law duty of confidence (the Disability Discrimination and the Race Relations Acts may also apply)
- To ask for a copy of all records about you held in paper or electronic form; or to choose someone to make decisions about your healthcare if you become unable to do so.

We have a duty to:

- Maintain full and accurate records of the care we provide to you;
- Keep records about you confidential, secure and accurate; and
- Provide information in a format that is accessible to you, (for example, in large type if you are partially sighted)

How can you help us share your information?

- Allow us to share as much information about you as we need to provide you with healthcare.
- Help us to make sure that we have identified you correctly by telling us if any information in your record is wrong.

Further information regarding the use of your data is available from the Information Commissioner's Office:

0303 123 1113

WWW.ICO.ORG.UK

Or you can write, email or phone using the contact details below.

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