

Privacy Notice

At Lisa Ives Osteopathy, we're committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information, how we use it, the conditions under which we may disclose it to others and what choices you have. It relates to all our business activities, not just this website.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our services, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to lisa@lisaivesosteopathy.co.uk

Date: 1st April 2020

Next Review Date: 18th May 2020

Author: Lisa Ives (Data Controller & Clinic Director)

1. Who are we?

We are Lisa Ives Osteopathy, a company providing a clinical services including Osteopathy/Acupuncture/Sports Therapy/Ultrasound.

Our address is Lisa Ives Osteopathy, Grove House, Lutyens Close, Chineham Court, Basingstoke, Hampshire, RG24 8AG.

2. How do we collect information from you?

We obtain information about you when you contact us to enquire about our services.

We also collect information from you if you fill in our online forms.

3. What information do we collect & how is it used?

We collect information to allow us to fulfil our obligations to our patients, and to respond to enquiries.

3.0. Sensitive Data

Other than health - we do not gather sensitive personal data (e.g. genetic, biometric data; racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, sexual orientation, and criminal convictions).

3.1. Third Parties

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

We may pass your information to third party service providers who we have engaged for the purpose of completing tasks and providing services to you on our behalf (for example, we may provide your contact details to reception that works with us). We disclose only the personal information that is necessary to deliver the service.

We also use a number of 3rd party services to help us fulfil our contractual obligations. These 3rd party services are listed in our full policy (available on request); we have verified that these 3rd party services are GDPR compliant (or are working towards GDPR compliance), and are certified under the EU-US Privacy Shield Framework (or are working towards certification) where these organisations are based outside of the EU.

Our website has SSL (Secure Sockets Layer) which is the standard security technology for establishing an encrypted link between a web server and a browser. This link ensures that all data passed between the web server and browsers remains private, integral and thus the information we collect online is safeguarded and secure.

4. Controlling your information

You have certain rights concerning the information we hold about you, as defined under the General Data Protection Regulation. If you wish to exercise these rights, please contact us, including your email address in the first instance (this is the unique identifier we use to identify and collate personal information).

4.0. Requesting a copy of your information

You may request a copy of any data we hold about you. There will be an administration fee for this service.

4.1. Updating or correcting your information

The accuracy of your information is important to us. If you change email address, or any of the other information we hold is inaccurate or out of date, please contact us so we may correct our records.

4.2. Deleting your information

You have the right to request erasure of your personal information. Unless there is a compelling reason for the data not to be erased (for example, if we need to use that data to fulfil our contractual or legal obligations), your personal data will be deleted on request.

4.3. Automated decision making

We do not use any personal information for automated decision making or profiling; your data is not subject to automated decision making or profiling.

5. Use of 'cookies'

Information we collect from visitors

If you choose to supply us with your personal information, we may use it in the following ways:

- To process your request/enquiry made via this website
- For internal record keeping
- To send you regular email updates, if you opt in to this service
- To improve our products and services

Cookies

Like many other websites, Lisa Ives Osteopathy website uses cookies. When we provide services, we want to make them easy to use, useful and reliable. Where services are delivered on the internet, this sometimes involves placing small amounts of information on your device, for example, computer or mobile phone. These include small files known as cookies.

You can manage these small files yourself. You can [find out how to do this, and learn more about Cookies in general here](#).

Our use of cookies

Our website uses cookies. The cookies we use are '1st party' cookies. We don't use any '3rd party' cookies (these are often used to track behaviour across a range of websites, so targeted advertising can then be applied. We don't do this!!). The following list outlines exactly what cookies this website uses, and what they are used for:

Google Analytics:

Google Analytics sets cookies to help us accurately estimate the number of visitors to the website and what content is most popular. This helps to ensure that our website is responding to your needs in the best way possible. Google Analytics sets the following cookies:

- __utma (Expiry: 2 years)
- __utmb (Expiry: 30 minutes)
- __utmc (Expiry: At end of session)
- __utmz (Expiry: 6 months)

Links to other websites

Our website contains links to other third party sites. Lisa Ives Osteopathy is not responsible for the privacy practices within any of these other sites. You should be aware of this when you leave Lisa Ives Osteopathy website and we encourage you to read the privacy statements on other websites you visit.

6. Security

Lisa Ives Osteopathy takes security seriously. In order to protect your information from loss, misuse or unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect. These steps include the following:

- Data minimisation
- Password best practice
- Security best practice concerning devices (PCs, laptops, mobile devices), online accounts, website hosting, physical access and storage
- Staff training and accountability on data protection (associate/s & reception)

A copy of our internal Data Protection Policy is available on request.

7. Data Breaches

Our Data Security Policy includes a clear process for handling a personal data breach, should one occur. Where appropriate, Lisa Ives Osteopathy will promptly notify you of any unauthorized access to your personal information.

8. Complaints

If you wish to raise a complaint on how we have handled your personal information, you can contact us directly and we will investigate the matter.

If you are not satisfied with our response or believe we are processing your personal information not in accordance with the law you can complain to the [Information Commissioner's Office \(ICO\)](#).