

Mary Chan Acupuncture ~ Privacy Notice



All personal details that you share with me will remain confidential.

It is necessary for me to collect and process certain data for the purposes of keeping an accurate register of my patients, and in order to make a diagnosis, decide on any necessary referral, and plan and record treatments. I am also required to collect certain details by law, and by my professional body, the British Acupuncture Council (BACC).

This data includes:

- Name, address, telephone (mobile/work/home) number, date of birth
- Medications; Medical history and current health, and information pertaining to this (for example ongoing or one-off stressors)
- Ongoing updates/feedback on progress from treatment

This data is stored and held by me in paper (hard copy) files and in my Gmail account marychan.acupuncture@gmail.com (electronically). The hard copy files are stored in a locked filing cabinet/suitcase, and if transported between locations, every step will be taken to ensure safe arrival at the new location. All electronic data is stored securely, password protected and set to time-out sessions location.

Your telephone number (mobile number and/or home number), email address and/or home address will be stored in Contacts of my mobile phone, also accessible on my tablet and laptop. All devices mentioned are password protected. And only myself will have access to them for use.

There is a 24-hour cancellation policy and I will text/email you an appointment reminder. Please let me know if you would prefer not to receive the reminder.

From time to time, I will also send out health-related emails to share with my patients. They will be sent legitimately and collectively only via bcc security, thus not revealing contact details to other individuals. Should you wish to be removed from this mailing list, please send an email to: marychan.acupuncture@gmail.com.

I will not pass on any of your personal or medical details to any third party unless requested by law, in which case you will be informed. Should you request treatment from a different practitioner who may require information from your notes, I will inform you what details have been requested and seek your consent.

I will always retain a copy of the original notes until seven years following cessation of treatment, in accordance with the British Acupuncture Code of Professional Conduct <https://www.acupuncture.org.uk/public-content/effective-practice/bacc-professional-codes.html>

At this time, your records will be destroyed, by me, by shredding or burning. Should I be unable to safely store and destroy records (for example due to illness or death) I have made provision for a trusted colleague to store and destroy my records as appropriate.

I will endeavor to keep your details accurate and up to date, by following up any changes to address and telephone number, health conditions and medications.

At any time you may request changes be made to your personal details (name, email/home address, mobile/home number).

You have a right to view copies of notes within three months of request.

I will take all steps to ensure safe storage of your data. Should any of your data (your 'patient notes') be lost, you will be informed immediately. The Information Commissioning Officer will also be informed within 72 hours as required by law.