



West Highland Herbal Privacy Policy

This document refers to personal data, which is defined as information concerning any living person (a natural person who hereafter will be called the Data Subject) that is not already in the public domain.

The General Data Protection Regulation (GDPR), which is EU wide and far more extensive than its predecessor the Data Protection Act, along with the Privacy and Electronic Communications Regulations (PECR), seek to protect and enhance the rights of EU data subjects. These rights cover the safeguarding of personal data, protection against the unlawful processing of personal data and the unrestricted movement of personal data within the EU and its storage within the EEA.

West Highland Herbal, based at **The Manse, Lochaline**, and operating from the aforementioned, the Lochaber Clinic in Fort William, The therapy rooms in Oban and the Acharacle Community Centre is pleased to provide the following information:

Who we are

The therapist **Clare Holohan** provides Herbal Medicine, Massage, Aromatherapy and health care advice at the above locations. Clare is fully trained, registered and insured to provide these chosen therapies. Clare may occasionally have students of herbal medicine shadowing her clinics and may ask your permission to sit in on consultations. This is not compulsory and is entirely your choice.

Personal Data

For the purposes of providing treatment, your therapist will require detailed medical information and will make notes, which may include details concerning your medication, treatment and other issues affecting your health. We will only collect what is relevant and necessary for your treatment. This data is always held securely, is not shared with anyone not involved in your treatment, although for data storage purposes it may be handled by pre-vetted staff who have all signed an integrity and confidentiality agreement. To be able to process your personal data it is a condition of any treatment that you give your explicit consent to allow your Therapist to document and process your personal medical data. Contact details provided by you such as telephone numbers, email addresses, postal addresses may be used to remind you of future appointments and provide reports or other information concerning your treatment. As part of our obligations as primary healthcare practitioners there may be circumstances related to your treatment, on-going care or medical diagnosis that will require the sharing of your medical records with other healthcare practitioners e.g. GPs, consultants, surgeons and/or medical insurance companies. Where this is required we will always inform you first and gain your specific consent unless we are under a legal obligation to comply.

In making initial contact with West Highland Herbal, you consent to Clare using the contact details provided by you to respond to your enquiry, including making telephone contact and emailing information to you, which the practice believes is pertinent to your enquiry. You may request this to stop at any time.

For marketing purposes, if you opt in to receive marketing information on the consent form, West Highland Herbal will maintain a marketing dialogue with you until you either opt out (which you can do at any time) or we decide to desist in promoting our services. West Highland Herbal may occasionally also act on behalf of its patients in the capacity of data processor, when we may promote other events/activities/organisations relevant to our practice. West Highland Herbal does not pass on your broker your data and you can ask to be removed from our marketing database by emailing or phoning West Highland Herbal using the contact details provided at the end of this Privacy Notice.

West Highland Herbal's website uses cookies, which is a string of information that a website stores on a visitor's computer, and that the visitor's browser provides to the website each time the visitor returns. www.westhighlandherbal.com uses cookies to help West Highland Herbal to identify and track visitors and their website access preferences. Lochaber Clinic's website visitors who do not wish to have cookies placed on their computers should set their browsers to refuse cookies before using the website.

West Highland Herbal Therapist(s) will only collect the information needed so that we can provide you with the services you require, the business does not sell or broker your data.

Legal basis for processing any personal data

To meet our contractual obligations obtained from explicit Patient Consent and legitimate interest to respond to enquiries concerning the services provided.

Legitimate interests pursued by West Highland Herbal

To promote treatments for patients with all types of health problems indicated for West Highland Herbal's therapies. To promote the practice and home use of herbal medicine and increase public awareness of the subject.

Consent

Through agreeing to this privacy notice you are consenting to West Highland Herbal and your Therapist processing your personal data for the purposes outlined. You can withdraw consent at any time by using the postal, email address or telephone number provided at the end of this Privacy Notice.

Disclosure

Your Therapist at West Highland Herbal will keep your personal information safe and secure. This data is not shared with anyone not involved in your treatment, although for data storage purposes it may be handled by pre-vetted staff who have all signed an integrity and confidentiality agreement. West Highland Herbal administration will have access to your contact details so that they can make appointments and manage your account. West Highland Herbal will not disclose your Personal Information unless compelled to, in order to meet legal obligations, regulations or valid governmental requests.

Retention Policy

West Highland Herbal will process personal data during the duration of any treatment and will continue to store only the personal data

needed for a minimum of eight years after the contract has expired to meet any legal obligations. Records concerning minors who have received treatment will be retained until the child has reached the age of 25. After this time personal data may be deleted, unless it is felt retaining the information will help us provide better care to you in the future should you re-attend the clinic.

Data storage

All Data is held in the United Kingdom. West Highland Herbal does not store personal data outside the EEA.

Your rights as a data subject

At any point whilst West Highland Herbal is in possession of, or processing your personal data, all data subjects have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply you have a right to restrict the processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling – you also have the right not to be subject to the legal effects of automated processing or profiling.

In the event that West Highland Herbal refuses your request under rights of access, we will provide you with a reason as to why, which you have the right to legally challenge. At your request West Highland Herbal can confirm what information it holds about you and how it is processed.

11 - You can request the following information:

- Identity and the contact details of the person or organisation that has determined how and why to process your data.
- Contact details of the data protection officer, where applicable.
- The purpose of the processing as well as the legal basis for processing.
- If the processing is based on the legitimate interests of Lochaber Clinic or your Therapist(s) and information about these interests.
- The categories of personal data collected, stored and processed.
- Recipient(s) or categories of recipients that the data is/will be disclosed to.
- How long the data will be stored.
- Details of your rights to correct, erasure, restrict or object to such processing.
- Information about your right to withdraw consent at any time.
- How to lodge a complaint with the supervisory authority (ICO).
- Whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether you are obliged to provide the personal data and the possible consequences of failing to provide such data.
- The source of personal data if it wasn't collected directly from you.
- Any details and information of automated decision making, such as profiling, and any meaningful information about the logic involved, as well as the significance and expected consequences of such processing.

12 - To access what personal data is held, identification will be required

West Highland Herbal or your Therapist will accept the following forms of identification (ID) when information on your personal data is requested by you: a copy of your driving licence, passport, birth certificate and a utility bill not older than three months. A minimum of one piece of photographic ID listed above and a supporting document is required. If West Highland Herbal or your Therapist is dissatisfied with the quality, further information may be sought before personal data can be released. All requests should be made to clareholohan@hotmail.co.uk or by phoning +44 (0) 7903 922781 or writing to us at the address further below.

Complaints

In the event that you wish to make a complaint about how your personal data is being processed by West Highland Herbal you have the right to complain to us or to the National Institute of Medical Herbalists (NIMH). If you do not get a response within 30 days, you can complain to the ICO.

The details for each of these contacts are:

West Highland Herbal

Clare Holohan, The Manse, Lochaline PA80 5UU Telephone +44 (0) 7903 92781 email: clareholohan@hotmail.co.uk

National Institute of Medical Herbalists

Clover House, James Court, South Street Exeter EX1 1EE email: info@nimh.org.uk

ICO

Wycliffe House, Water Lane, Wilmslow, SK9 5AF Telephone +44 (0) 303 123 1113 or email: <https://ico.org.uk/global/contact-us/email/>