
Privacy Policy

Our contact details

Name: Dr Diana Coffey Ltd

Postal address: Priory Hospital Woking, Chobham Road, Knaphill, Surrey GU21 2QF

Phone Number: 02382 182517

E-mail: doctor@diana-coffey.co.uk

The type of personal information we collect

We currently collect and process the following information:

- Your name
- Your date of birth
- Your sex
- Your address
- Your contact details (email, mobile number, landline)
- Your GP details
- Contact details of other healthcare providers if relevant (for example, your therapist, other doctor etc)
- Financial details including your payment card details (*secure processing)
- Your healthcare information as provided in your registration form and other documents i.e. GP summaries, medical reports, referrals or discharge summaries.
- IT data about your login and website use

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- You are seeking a consultation and register as a new patient
- You are referred by another healthcare professional for an assessment/second opinion
- You fill in a website form or contact us via email or telephone

We use the information that you have given us in order to provide the most appropriate service for you and to tailor the advice regarding your diagnosis, prognosis, risk assessment and treatment choices for your particular case.

Information sharing

We may share this information with clinicians who are involved in your case, if you have provided your consent to do so. We may also share this information with your health insurance where there are questions regarding your cover.

We may be required to share your information with healthcare and other regulators, for example, if there is a complaint or potential legal claim, or concerns about protection of adults and children at risk.

We may disclose some personal data to third-parties organisations which we use to provide services for our business, for example:

- a) Clinic premises which are used for consultations and require patient booking details to be made available
- b) IT providers which are hosting and maintaining our patient management and communication systems
- c) Third party billing and debt collection services
- d) Subcontractors who are involved in administration and running of the services

Processing the information

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting Dr Diana Coffey Ltd directly.
- (b) We have a contractual obligation.
- (c) We have a legal obligation.
- (d) We have a vital interest.
- (e) We need it to perform a public task.
- (f) We have a legitimate interest.

For more information about Lawful basis for processing, please refer to the ICO

<https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/lawful-basis-for-processing/>

How we store your personal information

Your information is securely stored on a designated electronic health care record (Care Notes for Priory Affiliated patients and Jelly) which is compliant with current Data Protection regulation. We use Microsoft Office, Xero and Stripe systems.

All documentation is saved securely using the above systems. We do not keep any paper records other than during the actual consultation. These documents are scanned and uploaded to the secure online storage.

We keep your personal information for the duration of your treatment and thereafter for as long as necessary if there is a prospect of continuing purpose for which it was collected or in the event of a complaint which might require further investigation. We will then dispose your information by securely erasing this from our online storage.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information if you think it is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

Your right to withdraw consent – You have the right to withdraw any consent you have provided to handle your personal information.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at doctor@diana-coffey.co.uk tel. 02382 182517 postal address Priory Hospital Woking Chobham Road, Knaphill, Woking GU21 2QF if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at doctor@diana-coffey.co.uk tel. 02382 182517 postal address Priory Hospital Woking Chobham Road, Knaphill, Woking GU21 2QF.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113 ICO website: <https://www.ico.org.uk>