

## **PRIVACY NOTICE**

The Centre of Osteopathy & Sports Medicine

Last Updated: 12 June 2026

### **1. INTRODUCTION**

The Centre of Osteopathy & Sports Medicine ("we", "our", "us") is committed to protecting and respecting your privacy.

This Privacy Notice explains how we collect, use, store and protect your personal information when you visit our website, make an enquiry, book an appointment, or receive treatment from us.

We process personal information in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and other applicable UK data protection legislation.

### **2. DATA CONTROLLER**

The data controller responsible for your personal information is:

The Centre of Osteopathy & Sports Medicine

Address:

*Unit 8 Hopyard Studios, 7 Lovibond Lane, London, SE10 9FY*

Telephone:

*07480 627504*

Email:

[info@thecentreofosteopathy.co.uk](mailto:info@thecentreofosteopathy.co.uk)

If you have any questions regarding this Privacy Notice or the way your personal information is handled, please contact us using the details above.

The Centre of Osteopathy & Sports Medicine is registered with the Information Commissioner's Office (ICO) as a data controller and complies with applicable UK data protection legislation.

Our ICO registration details are available upon request.

### **3. INFORMATION WE COLLECT**

We may collect and process the following categories of information:

*Website Enquiries*

- Name
- Email address
- Telephone number
- Information you provide in enquiry forms or messages

Please note that individuals may choose to include information relating to their health, symptoms or medical history when submitting an enquiry through our website. Any such information will be treated confidentially and processed in accordance with this Privacy Notice.

#### *Appointment Bookings*

- Name
- Contact details
- Appointment information
- Information necessary to arrange treatment

#### *Patient Records*

- Medical history
- Health information relevant to your treatment
- Examination findings
- Treatment notes
- Correspondence relating to your care

#### *Website Usage Information*

- Technical information generated through use of our website
- Information relating to cookies and embedded services where applicable

## **4. PURPOSES OF PROCESSING**

We process personal information for the following purposes:

- Responding to enquiries
- Managing appointments

- Providing osteopathic and healthcare services
- Maintaining clinical records
- Communicating regarding appointments and treatment
- Meeting legal, regulatory and professional obligations
- Managing complaints and feedback
- Protecting the safety and wellbeing of patients and staff
- Operating and improving our services

## **5. LAWFUL BASIS FOR PROCESSING**

We process personal information under one or more of the following lawful bases:

- Performance of a contract
- Legitimate interests
- Compliance with legal obligations
- Provision of healthcare services

Where health information is processed, we rely upon the lawful conditions applicable to healthcare professionals under UK GDPR and the Data Protection Act 2018.

Please note that certain personal and health information is necessary for us to provide safe and appropriate healthcare services. Without such information, we may be unable to provide treatment.

## **6. HEALTH INFORMATION**

As healthcare providers, we process special category data relating to health.

This information is collected only where necessary for the provision of safe and appropriate healthcare services and is handled with strict confidentiality.

## **7. HOW WE STORE YOUR INFORMATION**

We take appropriate technical and organisational measures to protect personal information from unauthorised access, alteration, disclosure or destruction.

Clinical records and appointment information are stored securely using Cliniko practice management software and other secure systems where appropriate.

We take reasonable steps to ensure that any third-party service providers used by the clinic maintain appropriate standards of data security and confidentiality.

Access to personal information is restricted to authorised personnel who require access in connection with the provision of healthcare services or administration of the clinic.

## **8. SHARING INFORMATION**

We do not sell personal information.

We may share information where necessary with:

- Healthcare professionals involved in your care (with your consent where appropriate)
- Regulatory bodies
- Professional advisers
- Insurers
- Legal authorities where required by law
- Service providers supporting the operation of the clinic
- Technology and software providers that support the operation of the clinic, including appointment booking and clinical record management systems

Any sharing of information will be limited to what is necessary and lawful.

## **9. RETENTION OF RECORDS**

We retain personal information only for as long as necessary to fulfil the purposes for which it was collected and to meet legal, regulatory, insurance and professional obligations.

In accordance with current Osteopathic Practice Standards, patient clinical records are generally retained for a minimum of eight (8) years following the patient's last consultation.

Where treatment has been provided to a child, records are generally retained until the patient's 25th birthday.

In some circumstances, records may be retained for a longer period where required by law, professional guidance, insurance requirements, or where it is considered necessary for the establishment, exercise or defence of legal claims.

When records are no longer required, they will be securely deleted or destroyed.

## **10. YOUR RIGHTS**

Under UK GDPR you may have the right to:

- Access your personal information
- Request correction of inaccurate information
- Request restriction of processing in certain circumstances
- Object to certain types of processing
- Request erasure where applicable
- Request transfer of information where applicable
- Withdraw consent where processing is based on consent

Some rights may be subject to legal and professional limitations applicable to healthcare records.

## **11. SUBJECT ACCESS REQUESTS**

You may request a copy of personal information we hold about you.

Requests should be submitted in writing using the contact details provided above.

We may request proof of identity before releasing information.

## **12. WEBSITE LINKS**

Our website may contain links to third-party websites, including social media platforms and online booking systems.

We are not responsible for the privacy practices of external websites and encourage users to review their privacy policies separately.

## **13. COOKIES AND EMBEDDED SERVICES**

Our website may use cookies and embedded services necessary for the operation of the website, including online booking facilities, maps and social media links.

Users may manage cookie preferences through their browser settings.

Further information is available in our Cookie Policy.

## **14. DATA SECURITY**

We maintain appropriate security measures designed to protect personal information against unauthorised access, accidental loss, misuse or disclosure.

While we take appropriate measures to protect personal information, no method of electronic transmission or storage can be guaranteed to be completely secure. We continually review our security arrangements to minimise risks.

## **15. PRIVACY CONCERNS AND COMPLAINTS**

If you have any concerns regarding how your personal information has been handled, please contact us in the first instance using the contact details provided above.

We will acknowledge your concern, investigate the matter appropriately and aim to provide a response within 30 calendar days wherever reasonably possible.

If you remain dissatisfied with our response, you may lodge a complaint with the Information Commissioner's Office (ICO).

## **16. INFORMATION COMMISSIONER'S OFFICE**

You have the right to lodge a complaint with the Information Commissioner's Office (ICO) if you believe your personal information has been handled unlawfully.

Information Commissioner's Office

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Website: <https://ico.org.uk>

## **17. CHANGES TO THIS PRIVACY NOTICE**

We may update this Privacy Notice from time to time to reflect changes in legal requirements or our business practices.

The latest version will always be available on our website.