



U M O Y A

C H I R O P R A C T I C

**PRIVACY AND
DATA
PROTECTION
POLICY**

How we use your personal information

As health care professionals who provide your care, we maintain records about your health and any treatment or care you will receive at UMOYA Chiropractic. These records help us to provide you with the best possible health care. Our records are electronic and we use a combination of working practices and technology to ensure your information is kept confidential and secure. In accordance with the Medical Treatment Contracts Act (WGBO), we keep your personal information and medical information for a period of fifteen (15) years. The retention period starts the moment we obtain the first data (i.e. your consult appointment). For minors the retention period starts from the eighteenth year of life. Their data must therefore be retained until their 34th year of life.

What information we collect

Records which this clinic holds about you may include the following information:

- Details about you, such as your address, contact details, previous medical history and previous medical investigations
- Any contact the practice has had with you, such as appointments, clinic visits, advice given (in person, over the phone and/or email) etc.
- Notes about your and/or your partner's and/or your child/children's health
- Details about your and/or your partner's and/or your child/children's treatment and care
- Relevant information from other health care professionals

This information may be used within the practice for clinical audit purposes to monitor the quality of the services we provide. All of your information is held digitally and securely by our clinic software provider.

How do we maintain the confidentiality of your records

We are committed to protecting your privacy and will only use information collected lawfully in accordance with:

- General Data Protection Regulation (2018)
- Law for the Protection of Personal Information
- The Netherlands Chiropractic Association (NCA)

Every member of staff who works at UMOYA Chiropractic has a legal obligation to keep information about you confidential.

Who do we share your information with?

We only ever pass on information about you to others, if there is a genuine need for it and you have given your written consent. This may be your GP, dentist or other health care professionals, a solicitor or for court proceedings.

We will not disclose any information about you to any third party without your written permission or in case of a child's information the parental or legal guardian consent, unless there are exceptional circumstances (i.e. life or death situations), where the law requires information to be passed.

Access to your personal information

You have a right under the General Data Protection Rules (2018) to request access to view or obtain copies of what information UMOYA Chiropractic holds about you and to have it amended should it be inaccurate. In order to request this you need to do the following:

- Your request must be made in writing to UMOYA Chiropractic
- There is no charge for copies of your file
- We are required to respond to you within 40 days
- You will need to give us proof of name (photo ID/passport) so that your identity can be verified.

Objections/Complaints

Should you have any concerns about how your information is managed at UMOYA Chiropractic, please contact us in writing at info@umoya-chiropractic.nl. If you are still unhappy you can then complain to Complaints commission of the NCA (see <http://www.nca.nl/patienten/klachtenprocedure/klachtenregeling/>)

Change of details

It is important that you tell us if any of your details such as your name, address or contact information have changed or if any of your details such as date of birth or social security number is incorrect, in order for us to correct it.

Right to erasure

If you want us to permanently delete your patient data, you must submit a request in writing. We legally have three (3) months to process your request and inform you of our decision.