

Privacy Policy –

Foothealth and Wellness Clinic Limited

Effective Date: 23rd September 2025

1. Information We Collect

We may collect and process the following personal information:

- Personal identification details: Name, date of birth, address, phone number, email.
- Medical information: Medical history, current medications, allergies, foot or ear health information, and other health-related data relevant to the treatment provided.
- Treatment records: Details of consultations, treatments, and follow-up notes.
- Payment information: Credit/debit card details or other billing information.
- Marketing preferences: Communication preferences if you opt-in to receive newsletters or promotional offers.

2. How We Use Your Information

Your personal information is used for the following purposes:

- To provide foot health, wellness, and related treatments safely and effectively.
- To maintain accurate treatment and medical records.
- To communicate appointment reminders, treatment updates, and relevant information.
- To comply with legal and regulatory obligations.
- To process payments securely.
- To send marketing communications only if you have consented to receive them.

3. Legal Basis for Processing

We process your personal data under the following legal bases:

- Consent: Where you have given consent to process your data for specific purposes (e.g., marketing).
- Contract: To provide the treatment and services you have requested.
- Legal obligation: To comply with healthcare and data protection laws.
- Legitimate interests: For the safe and effective operation of our clinic.

4. How We Protect Your Information

We take appropriate technical and organisational measures to protect your data against unauthorised access, loss, or misuse. Your records are stored securely, both digitally and in paper format, in accordance with relevant data protection regulations.

5. Sharing Your Information

We will never sell your personal information. We may share data with third parties only when necessary, such as:

- Healthcare professionals for referrals or consultations.
- Payment processors for billing purposes.
- Legal or regulatory authorities as required by law.

6. Your Rights

Under data protection law, you have the following rights:- Access your personal data.- Request correction of inaccurate or incomplete data.- Request deletion of personal data where there is no legal obligation to retain it.- Object to the processing of your data for marketing purposes.- Request restriction of processing in certain circumstances.- Data portability where applicable.

To exercise these rights, please contact us at contact@foothealthandwellnessclinic.co.uk.

7. Retention of Data

We retain your personal and medical data only for as long as necessary to provide services and comply with legal obligations. Typically, treatment records are kept for a minimum of 6 years.

8. Cookies and Online Privacy

If you use our website, we may use cookies to enhance your browsing experience.

No personal data is collected without your consent.

9. Changes to This Privacy Policy

We may update this policy from time to time.

Any changes will be posted on our website with an updated effective date.

10. Contact Us

If you have any questions about this Privacy Policy or how your data is handled, please contact:

Foothealth and Wellness Clinic

2 St Mary's Court

Beverley

HU17 8DG

contact@foothealthandwellnessclinic.co.uk