

Data protection details: Organisation name: **Sarah Myhill Limited**

Registration reference: **Z8330848**

General Data Protection Regulations (GDPR) which come into force from 25 May 2018.

We value your privacy and want you to be clear about the data we collect and store, how we use this and the rights you have to control that information.

We have updated our Privacy Policy to reflect the changes introduced by the new General Data Protection Regulations (GDPR) which comes into force from 25 May 2018. The changes in law will provide you with greater transparency and control over your personal data.

Our updated Privacy Policy came into effect in May 2018 and it sets out how we will collect and use your personal information and what your individual data protection and privacy rights will be under the new regulation.

To ensure our continued compliance with data protection and privacy laws, we may update the Privacy Policy from time to time; therefore we encourage you to review the Privacy Policy periodically to keep up to date. We will always let you know if we make any material changes to the way we process and store your personal data.

Privacy Policy May 2018

Who is responsible for processing your personal Data?

Dr Myhill and her staff trading as Dr Myhill Ltd is the Data Controller. This is the legal entity responsible for how your data is collected, stored and processed. The data protection officer is Dr Sarah Barbara Myhill.

Managing your personal Data

When you share your personal information with us, you have a right to expect that information to be treated with total confidentiality. Therefore, it is our responsibility to manage your personal data that you provide to us with care and in accordance with all data protection legislation and industry best practice.

Whether you have supplied your personal details online, by phone, by email or in a letter, we will never use them without a lawful reason to do so. We will use your personal data for the purposes for which they were initially requested and as fully explained in this Privacy Policy.

It is your responsibility to ensure that your personal data provided to us is accurate and up to date. You can update your personal contact details, including email address and phone number by contacting using the contact details provided on this policy.

Sharing your clinical information with your GP

This statement is placed on update medical questionnaire which patients complete:

"Please note that all correspondence will be sent to you directly for your own personal use. It is your choice as to whether you share this with your GP or other doctors. We advise that you should – see extra guidance notes above.

If medication is prescribed to you by Dr Myhill then your GP must be informed."

Storage of personal Data

Dr Myhill Ltd has moved over to a paper free office so all information that comes in by post is saved onto computer and destroyed. Older patient notes are in storage and as they reach 10 years old are destroyed. Access to the computers is limited to staff members, all computers are password protected with regular changes to passwords.

Dr Myhill LTD's confidential information is stored on a separate, secure network to avoid any breach of confidentiality, the systems are regularly backed up to prevent loss of data, and the back up drives are stored off site .

The computer system is protected by a fire wall network security system which monitors incoming and outgoing network traffic based on predetermined security rules.

In the event of recovery of data, the backup drives are used.

Staff details

Staff work emails are listed on Dr Myhill's website with their permission www.drmyhill.co.uk

Using your Personal Data for Direct Marketing Purposes

Dr Myhill Ltd will never share your personal data for direct marketing purposes.

Online accounts

Online accounts are only available through the online shop www.salesatdrmyhill.co.uk which is operated by EKM Systems Ltd, Caxton Rd, Fulwood, Preston PR2 9ZB. EKM have their own GDPR policy.

Sharing Your Personal Data with Third Party Processors & Partners

Dr Myhill does not share personal data with any third party without specific written permission from yourselves.

Telemarketing

Dr Myhill Ltd does not engage in telemarketing.

Direct mail

Dr Myhill Ltd does not send personalised marketing mails in the post.

Social Media

Dr Myhill does not operate any social media accounts.

Third party marketing

We will not share your personal data with third party companies for the purpose of them marketing their products and services to you.

Using your personal data to receive a payment

When you make a card or cheque payment to purchase products from us, we will use your personal data and card information to process the order. This involves sending your personal data to our card payment and banking providers to ensure that you have sufficient funds to cover the value of the transaction. Without this data, we are unable to fulfill your order. We do not store your card details.

We will hold your personal data for 6 years, plus the current financial year, after the date of your last transaction on your personal cash account. After that time it will be destroyed.

Processing card payments and online payments

We process all card payments and online payments through World Pay (Merchant Manager Systems) in line with our obligations under the PCI-DSS regulations. Whenever you provide your card details to us either online or over the phone, we will encrypt the payment details before sending to our card payment and banking provider. If you pay over the phone, we will mask any card data that you provide so that this is not visible to our customer advisors as well as stopping card data from being recorded in our Call Recordings.

Hashing is used as a further security add on and is one way to enable security during the process of message transmission when the message is intended for a particular recipient only. Hashing algorithms are usually cryptographic in nature.

Any card details provided by customers via post in paper form will be immediately, and securely, destroyed once processed.

We do not ask for card details to be emailed.

Delivering your goods

We will use your personal contact details such as name, postal address, phone number and email address that you provide to us in respect of delivering products or services to you. We will share this information with our suppliers who directly dispatch orders to you or our delivery partners who may contact you to arrange a convenient delivery time and provide you with updates as to when they will arrive.

Processing returns and refunds

We use your customer account and contact details to verify any returns and refunds that we process either by card or via your credit account. We process all card payments in line with our obligations under the PCI-DSS regulations. Hashing is used and is one way to enable security during the process of message transmission when the message is intended for a particular recipient only. Hashing algorithms are usually cryptographic in nature.

Electronic Statements & Other Documents via Email

We will use the email address that you provide to us to communicate with you about your account and in relation to the products and services we provide to you. Unless you have specifically requested otherwise, we will send your invoices, account statements and other account information and documentation to you electronically using your email address. We also send test results, letters and clinical summaries by email unless specifically requested to send by post.

Call Recordings

Answerphone messages are dealt with daily between Monday and Friday and then deleted.

CCTV No CCTV is used by Dr Myhill Ltd

Enquiries and Complaints

If you have any complaints with regards to use of your personal information, please contact us. We have a complaints policy which is on the website www.drmyhill.co.uk

We will need to access your personal data and account history to verify your identity for security reasons and deal with the details of your complaint. Details of any complaints received will be logged and recorded so they can be dealt with accordingly.

General service communications

We will use your personal data for all general service communications including sending your statements, processing orders, notifying you of orders received, updating you on deliveries, dispatched or products out of stock.

Right of Access

You may wish to access a copy of the personal data we hold about you - known as a Subject Access Request. You can do so by ringing, writing to or emailing us. We will respond to your Subject Access Request as soon as possible and, in any event, within the statutory 30 days. However, in the event that we need more information from you to verify your identity, which we must do to ensure we disclose your personal data to the right person, the 30 day response period will only commence from the time that we have validated your identity.

Right of Rectification

If you believe we have made an error as to the personal data we hold about you, please contact us and we will process the correction for you.

Right of Erasure

You have the right to request your personal data to be permanently deleted from our records and systems to avoid any further communication with you. Your request will always be considered in light of the legal bases that we hold, store and process your personal data and the purpose that we collected your data. Where the legal bases permits, we will carry out your instruction without undue delay. Please note, however, that where we have a legal or contractual obligation to hold your personal data, we may not be able to carry out your request but we will explain this fully to you. Please address any request to delete your data to Dr Myhill Ltd.

Right to Complain to the Information Commissioner's Office (ICO)

You have a right to lodge a complaint with the Information Commissioner's Office (ICO) if you have a complaint with how you believe your personal data has been handled. For more information, please visit <https://ico.org.uk/concerns> If you have any questions please feel free to contact us:

Dr Myhill Ltd, Upper Weston, Llangunllo, Knighton, Powys LD7 1SL

01547 550331 (answerphone, we will phone you back)

helen@doctormyhill.co.uk

sales@doctormyhill.co.uk