**About this Privacy Policy**

We know how important it is for you to understand how we use your data. This Privacy Policy sets out how and why we collect, store, process and share your personal data. We will always be transparent with you about what we do with your personal data.

This Policy also tells you what your rights are in relation to the personal data you give to us. If you have any questions about this Privacy Policy or your rights under it please contact:

Gill Buszmanning

Comfysoleschiropody 27 High Street Welwyn AL69EE

Telephone: 07775952310 & 01707894900

E-mail: [gbuszmanning@comfysoleschiropody.org.uk](mailto:gbuszmanning@comfysoleschiropody.org.uk)

I am comfysoleschiropody Ltd. (company Number 09059998) trading as Comfysoleschiropody Ltd and our registered office address is 40 Claxton Road, Hoddesdon, Hertfordshire EN119PG

COMFYSOLESCHIROPODY is the “data controller” of any personal data it may collect, process and hold about you, unless we inform you otherwise.

**What personal data do we collect?**

The personal data we collect from you directly can include your name, address, mobile/landline telephone number, date of birth, address, your medical history, including doctor details and any information you give us when you contact us. When you engage with our social media platform (for example by tagging us in a post on Facebook)

We may, where we have a lawful basis for doing so, also collect personal data about you from third parties, such as your General Practitioner, who provide us with additional medical information about you. This information will always be held securely, confidentially and only used for your benefit to enable us to care for you in accordance with UK and GDPR laws on use of such data.

**When do we collect your personal data?**

• When you access our website.

• When you contact us online or over the phone

• When you engage with us on social media (by mentioning/tagging us or by contacting us directly)

**How do we use your personal data and what are our legal justifications for doing so?**

**To make our products and services available to you**

We use your personal data to provide you with the information, products and services that you request and to communicate with you regarding those products and services that you purchase from us and respond to your questions and comments;

We rely on our contractual arrangements with you as the lawful basis on which we collect and process your personal data when you make an order for products and services.

**For security and legal reasons**

**We use your personal data to:**

• ensure the personal information you provide us is accurate;

• protect our rights or property (or those of others); and

• fulfil our legal and compliance-related obligations.

**If you would like further information please contact us.**

**Your rights**

You have a number of rights relating to your personal information and what happens to it. You are entitled to:

• have your data processed in a fair, lawful and transparent way;

• be informed about how your personal data is being used, an example being this privacy policy;

• access personal data we hold about you;

• require us to correct any mistakes in your personal data;

• require us to delete personal data concerning you in certain situations where there is no good reason for us to continue to process it;

• request that we transfer your personal data to you or another service provider in a simple, structured format;

You can read more about your rights, including the circumstances in which they apply, in the Guidance from the UK Information Commissioner’s Office (ICO) [https://ico.org.uk/for-the-public](https://ico.org.uk/for-the-public/%22%20%5Ct%20%22_blank). You also have the right to complain about our use of personal data to the ICO. You can do these by contacting the ICO via their website [https://ico.org.uk/concerns](https://ico.org.uk/concerns/%22%20%5Ct%20%22_blank) or by calling 0303 123 1113.

If you would like to speak to us in relation to any of your rights, please contact us at the address above.

We want to ensure that all the information we have about our patients/customers is factually correct and up to date. If you find that the personal data we have about you is inaccurate or needs updating (for instance, you may have changed your name or address) then please contact us so that we can correct it.

**Security and retention of your personal data**

**Security of your personal data**

We take the security of your personal data very seriously. We have implemented various measures to keep your data secure and keep these measures under close review. This means that your data is protected and only accessible by co-workers who need it to carry out their job responsibilities. We also ensure that there are strict physical controls in our buildings which restricts access to your personal data to keep it safe.

**Retention of your personal data**

In broad terms, we will only retain your personal data for as long as is necessary for the purposes described in this Privacy Policy. This means that the retention periods will vary according to the type of the data and the reason that we have the data in the first place.

We have procedures in place regarding our retention periods which we keep under review taking into account our reasons for processing your personal data and the legal basis for doing so.