

# Privacy Notice

## Who are we?

City Health Clinic is a dental and medical clinic based in central Edinburgh. We look after a lot of information and personal data in the provision of our healthcare services. We also gather information through this website. This privacy notice advises why and how we use personal data and about your rights in relation to that personal data. We have a separate privacy notice for job applicants and for our employees.

You can reach our team by emailing: [info@cityhealthclinic.com](mailto:info@cityhealthclinic.com) , by phoning our clinic on T: 0131 228 2442, or you can send a letter to City Health Clinic, 9 Earl Grey Street, Edinburgh EH3 9BN

## What kind of data do we collect on our website?

We use tools like Google Analytics to keep track of visitors to our website. This information helps us see which pages people visited, where they came from and how long they spent on our website. To do this, we use cookies to collect this data. If you do not wish to be tracked, you can [turn off cookies in your browser settings](#).

We may also collect personal data through contact booking forms and online booking portals on our website. (Please note, this service may be temporarily suspended from time to time).

This information includes contact details and new patient information. This information is kept confidential, and is not accessed by anyone out with the clinic.

## What kind of data do we hold in our files?

Any information that identifies an individual is called 'personal data'. This includes names and contact details of an individual. Information about health is called special category personal data.

We hold data (both offline and within our secure computer system) about all our patients. This information is used to ensure we offer the correct treatment to patients, and to enable us to care for you to the best possible standard. We will never pass your information on to third parties, and this data it is only accessed by relevant staff members within City Health Clinic.

Our practice patient management system is run by dental software organisation who supply us with the patient databased software to manage our information. They securely store our information and do not use it for their own purposes, and they adhere to a contract we hold with them that sets out our security instructions to them.

## Patient Communications and Marketing.

As a means to staying in touch and to keep people informed on any changes to our services, and to ensure we continue to provide a high level of service, with your consent we may send newsletters and patient satisfaction surveys if you are happy to receive these. You have the right to ask us to stop sending this type of communication to you. If you do not wish to receive this type of communication please contact us on E: [info@cityhealthclinic.com](mailto:info@cityhealthclinic.com), and mark this for the attention of Mrs Leanne Gray, manager.

## **How do we store data?**

The data we hold is only ever used for internal purposes. Your personal data will never be sold or shared with others. Data is held within our secure computer system, which is password protected and is only accessed by City Health Clinic staff.

## **Sharing your data.**

We only share information where there is a clinical need to do so, for example an onward referral to a specialist, but will only share as much information as is necessary. You will generally know in advance when this is going to happen.

## **How can you contact us?**

If you would like to find out more about the data we hold, or would like to be removed from our database, please get in touch using one of the following options:

Email: [info@cityhealthclinic.com](mailto:info@cityhealthclinic.com) | T: 0131 228 2442

Write to: City Health Clinic, Princes Exchange, 9 Earl Grey Street, Edinburgh EH3 9BN

## **Your rights**

Under the Data Protection Act 2018, you have the right to find out what information is stored about you. These include your right to:

- be informed about how your data is being used
- access personal data
- have incorrect data updated
- have data erased in certain circumstances
- stop or restrict the processing of your data in certain circumstances
- object to how your data is processed in certain circumstances

There is no charge applied to you for exercising these rights unless your request is unfounded or excessive. If it is, we may charge you a reasonable fee or refuse to comply with your request.

If you make a rights access request, it will be acknowledged. We will ask for confirmation of your identification from you and/or seek clarification of your request.

We aim to respond without within one month of receiving your request. However, if the request is complex, we can extend that by a further two months, and if we do need more time, we will let you know why.

Please make any requests in writing to : City Health Clinic, 9 Earl Grey Street, Edinburgh EH3 9BN or by email to E: [info@cityhealthclininc.com](mailto:info@cityhealthclininc.com) and mark this FAO Mrs Leeanne Gray.