

# Privacy Statement

## Lifestylesurgery, Simon Lee Plastic Surgeon and Clinic

**Our Data controller:** Simon Lee MBBS MSc FRCS FRCS

### 1. Personal data and why we collect it

The personal data you provide will be used to help us take care of you and communicate with you. It will be used for the purposes of facilitating and administering your chosen treatment or procedure. It includes,

Name

Date of birth

Occupation

Address

Telephone

Email

GP

Medical history

*Records* of assessment, photographs documenting before and after treatment episodes, consent and treatments you receive will be retained as part of your medical record.

*Feedback* you provide can be anonymised and will be used to evaluate and improve the services provided by the clinic and for audit purposes.

We may retain *records of communication* to us and from us by telephone and email if the information exchanged needs to be included in your medical record.

Your *contact details* will be used to communicate appointment times and dates including reminders but also sometimes a formal record of the advice you have requested.

Information on matters of interest will only be sent on your consent and you may withdraw consent by clicking 'unsubscribe' at any time.

### 2. If you contact us

*By email*

You should be aware that emails you send or receive may not be protected in transit. Emails containing sensitive personal data may be sent encrypted.

*Via our website contact form.*

Our website is managed and hosted by Beyondmetrix. A Bristol based and hosted digital consultancy. They act as data processors for us.

*Via social media*

If you send us a private or direct message via social media the message may be stored by this third party for many months. It will be treated by us in the same way as all other data.

#### *By Telephone*

If you make an enquiry by telephone and you are not known to us, we request basic contact information for the purposes of providing our service; making an appointment for you, populating a new record, sending directions, appointment confirmations and treatment information if requested. You may unsubscribe once you have received any requested information, if you do not wish to hear from us again.

In addition, once they are provided, we will retain and process your personal data to the extent it is necessary to enable us to establish, exercise or defend legal claims.

Persons with whom we need to share data in order to provide our service;

### **3. We will share your personal data with the following external third parties in order to provide treatment and care**

DGL Practice manager (Surgical records of care. UK based Medical records specialists)

Consentz (Medical records of care. UK based Medical records specialists)

Spire Hospital Bristol. (If you are seen or treated there)

Beyondmatrix (website contact forms only . UK based digital consultancy)

Mailchimp (Non-Surgical email data base only)

Pharmacies when a prescription order is necessary for the product or medicine you require. Your GP with your consent only and only for the more invasive procedures where their involvement is key.

Regulators and government authorities if we are required to do so by law or if the authority requests it and we regard that request to be reasonable.

### **4. Storing your data**

Your medical record and personal data is stored on specialised medical record cloud based platforms as detailed above. These are trusted companies with contracts in place. They will be maintained securely and stored for at least 7yrs. We act as advised by insurance companies and The General Medical Council. It is our lawful duty to retain medical records.

- You have a right to expect us to retain accurate records, and for us to act upon any request to rectify inaccuracies in your personal information as detailed above.
- You have a right to require us to erase your personal data without undue delay on certain grounds e.g where it is no longer necessary based on the reason it was originally recorded or where you withdraw your consent and there is no other legal grounds for processing.
- By providing the information requested you are providing explicit consent but you have the right to withdraw consent at any time. To do so, please email

[mrlee@simonleoplasticsurgeon.co.uk](mailto:mrlee@simonleoplasticsurgeon.co.uk) and [info@simonleeclinic.co.uk](mailto:info@simonleeclinic.co.uk). Please note if you do so, all your personal data will be erased other than that which may be required to enable us to establish, exercise or defend legal claims.

- You have a right to request a copy of your personal data held by us.

Should you have any complaints or concerns regarding our treatment of your personal data please don't hesitate to contact us at the above email address. You may make a complaint directly to The Information Commissioners Office [www.ico.org.uk](http://www.ico.org.uk)