

PRIVACY POLICY

ROSEANNE ECKART/HEALTHIBEING

It is my policy to collect, process and share the personal data ('data') provided to me by you to carry out the services requested by you and any contact in relation to those services only. Your data will not be used for any purposes other than those explicitly stated in this Privacy Policy or requested by you in your dealings with me.

This Privacy Policy describes how I collect, use, protect, process and share your data when you book appointments with me, and when you communicate with me throughout the process of treatment and at any other time. This Privacy Policy does not provide exhaustive detail. However, I am happy to provide any additional information or explanation needed. Any requests for this should be sent to roseanne@healthibeing.com.

This Healthibeing/Roseanne Eckart Privacy Policy does not apply to the information processed by third parties (such as external laboratory testing on behalf of Healthibeing/Roseanne Eckart. However, I have reviewed their Privacy Policy/ies and am satisfied that they meet the standards set out in the General Data Protection Regulations 2018.

I may update this Privacy Policy at any time to enable me to carry out the services I provide in the most effective and efficient way possible. I will notify you of any changes by revising the date on my published document on my website and in clinic, or for more substantial changes by contacting you via email or text to seek consent. This Privacy Policy was last reviewed in May 2018.

1. The identity of the data controller

You are hereby informed that the data that you provide is collected, used, protected, processed and shared by Roseanne Eckart at Healthibeing.

2. Collection of data

I may collect data about my clients, prospects and visitors.

Your data are collected when you fill in my online form on my website, contact me via email, phone or in person.

Data I collect fall into the following categories:

- Identification information
- Contact information
- Medical information
- Browsing information

These data are gathered directly from you from direct communication with me i.e. client intake forms.

2.1. Information you provide to me

I process data you provide directly to me, in particular when you complete a client intake form.

The data may include the following data as well as any other type of information that I specifically request you to provide to me through my client intake forms, such as:

- Names
- Address
- Date of birth
- Phone no.
- Email
- Doctor's details
- Next of kin
- Medical history
- Medical red flag(s)
- Treatment notes
- Relationship data

2.2. Information I collect automatically through tracking technology

I use Google Analytics to collect information about use of my online services. I do not combine the information collected through the use of Google Analytics with personally identifiable information. Google's ability to use and share information collected by Google Analytics about your visits to this site is restricted by the [Google Analytics Terms of Use](#) and the [Google Privacy Policy](#). For more information on Google Analytics, please visit [Google Analytics](#).

3. How I use the data

I may use information about you for the following purposes:

- Provide, maintain and improve my services
- Provide and deliver the service you request, process transactions and send you related information, including confirmations and invoices
- Send you technical notices, updates, security alerts and support and administrative messages
- Respond to your comments, questions and requests, and provide customer service
- Monitor and analyze trends, usage and activities in connection with my services
- Personalise and improve the services I provide.
- Provide necessary information for external laboratory testing.

According to the GDPR, the legal basis we use for processing your data is ***Legitimate Interests***.

4. How I share your data

- I will seek your express consent before sharing your information with your GP or other healthcare providers. However, if I believe that your life is in danger then I may pass your information onto an appropriate authority (such as the police, social services in the case of a child or vulnerable adult, or GP in case of self-harm) using the legal basis of vital interests
- I may share your case history in an anonymised form with my peers for the purpose of professional development. This may be at clinical supervision meetings, conferences, online

forums, and through publishing in medical journals, trade magazines or online professional sites. I will seek your explicit consent before processing your data in this way

- In response to a request for information if I am required by – or believe that disclosure is required by – any applicable law, regulation or legal process, including in connection with lawful requests by law enforcement, national security, or other public authorities.

5. The period of data retention

Following completion of your healthcare, I retain your personal data for the period defined by my professional associations. This enables me to process any complaint you may make. In this case, the legal basis of my holding your personal data is for **contract administration**.

6. Data access

Upon receiving a written request from you seeking access to your data, I will provide either a hard or electronic copy of the data that I hold on you, to be sent by registered post or email, respectively. This will include exports of the information held about you on my website. I will provide your data to you within a period of 28 days from the date that I receive your request.

7. Data amendments

Upon receiving a request from you to update, correct or amend your personal data held by me, I will make the amendments within a period of 7 days from the date that I receive your request.

8. Security

I am committed to taking appropriate measures designed to keep your data secure. My administrative and physical procedures are designed to protect data from loss, theft, misuse and accidental, unlawful or unauthorized access, disclosure, alteration, use and destruction. I follow generally accepted standards to protect the personal information submitted to me, both during transmission and once it is received.

9. Your rights

Under the General Data Protection Regulations 2018 (GDPR), individuals have significantly strengthened rights to:

- Obtain details about how their data are processed by an organisation or business
- Obtain copies of personal data that an organisation holds on them
- Have incorrect or incomplete data corrected
- Have their data erased by an organisation where, for example, the organisation has no legitimate reason for retaining the data
- Obtain their data from an organisation and to have that data transmitted to another organisation (data portability)
- Object to the processing of their data by an organisation in certain circumstances
- Not to be subject to (with some exceptions) automated decision making, including profiling.

10. In the event of a data breach

Every precaution will be taken to avoid a breach of your data. However, if such a breach should occur, it will be documented, assessed as to its severity and appropriate action taken. The Information Commissioner's Office (ICO) will be informed and you will be contacted to assist you in taking steps to mitigate the risks to yourself if the breach is deemed sufficiently severe to put you or your identity at risk.