

Website Privacy and Cookies

The following document, effective 25/05/18, details how MGM Clinics will collect your Personal Data and protect the privacy of your information.

Personal Data

Personal data constitutes information that is personal to you and can include but is not limited to the following; Full name, date of birth, address, telephone number, email address, nationality, medical history, payment details inclusive of account number and sort code. MGM Clinics are able to process your personal data only for the following reasons:

- If we have a *legitimate reason* to do so,
- Where you *consent* to this personal information being taken and
- In order to *comply* with aspects of the Law.

Please note that once MGM Clinics has received your personal data for one of the above reasons, it is then stored and processed for the following reasons:

- MGM Clinics has the need to be able to correctly identify you, provide a service and take payment for this service.
- MGM Clinics need to collect your personal healthcare related information in order to provide you with a tailor made treatment, suitable to your needs. Please be advised that in this instance, your request of treatment and our agreement to provide this service constitutes a contract. It is your right to refuse to provide us with the requested personal information, but, at this time MGM Clinics would be unable to provide you with treatment.
- MGM Clinics has a *legitimate* interest in collecting the aforementioned personal information, as without it we would be unable to carry out our jobs in a safe and effective manner.
- MGM Clinics consider that it is within your *legitimate interest* that we be able to contact you in order to confirm appointments, update you on matters relating to your care and in response to feedback given with regards to your care and our service.

Disclosure of Personal Data

Provided that we have your *consent*, we may occasionally send you communications in the form of newsletters, articles and marketing offers. Should you not wish to continue receiving any of our marketing communications, then you may withdraw your consent at any time. Please let us know by any convenient method.

Legal Obligation

MGM Clinics has a legal obligation to retain medical records for anyone up to the age of 25 or for 8 years following your most recent appointment. After this period, your records will be retained indefinitely for the purposes of a potential return visit, thus allowing us to further provide you with the best possible care.

Please be aware that after the mandatory time period mentioned above, you have the right to be forgotten and can request us to delete your records.

Storage of Personal Data

Patient records are stored on paper files, where possible, in locked filing cabinets within the clinic which is always locked out of hours. Additionally, records are also stored electronically using a specialist medical records service, PracticePal, who are fully compliant with the General Data Protection Regulations. Access to data is password protected, with passwords being changed regularly. Please note that CCTV is in operation at the MGM Clinic.

Access to Data

MGM Clinics will never share information with anyone who does not need access to your data, without your prior consent. The only people who will have routine access to your data are as follows:

- MGM practitioners - so that they are able to provide you with the best prerequisite care
- Reception staff - due to the fact that they manage patient data, practitioner's diaries & coordinate appointment reminders. Please note that the administrative staff will not have access to your medical notes, just your essential contact details.

Phone Calls

Please note that MGM Clinics may records phone calls on our secure system, in order to provide Staff training, for quality improvement purposes and to establish facts.

Your Rights

- 1) You have the right to request the details of your personal data we hold.
- 2) You have the right to ask us to update any factual errors contained therein.
- 3) You have the right, provided the minimum legal period has elapsed, to ask us to delete your records.
- 4) You have the right to object to the processing of your data/question the grounds for which we are processing your data under *legitimate reasons*.

Complaints

In the unfortunate event you feel that you have a concern or complaint with the way in which MGM Clinics has dealt with your personal data, you have the right to complain.

Complaints and/or general queries should be sent to:

Address: Unit 83 Greenway Business Centre
Harlow Business Park
Harlow
Essex
CM19 5QE

Email: hola@mgm-clinics.co.uk

Tel: 01279 456007

Cookies and how we use them

The MGM Clinic website uses cookies. A popup will let you know that by continuing to use our website you consent to our Cookie Policy (accessible on the website). You can always choose to withdraw your consent by setting your browser to reject cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can modify your browser setting to decline cookies if you prefer. However, please note that this may prevent you from taking full advantage of the website.