

PRIVACY POLICY

Your privacy

At _____ we are committed to the highest privacy standards. However you choose to interact with us, we will only collect data that is necessary for us to deliver the best possible service and ensure you are reminded about appointments or anything else relevant to your ongoing care. This policy provides detailed information on when and why we collect your personal information, how we use it and the very limited conditions under which we may disclose it to others.

Collection of your Personal Information

In addition to your basic contact information (name, date of birth, telephone numbers and your addresses) we will collect other relevant details including current and past ocular and general health and medication information, your examination results, payment details and lifestyle information. We may also store associated information received from other health care professionals as part of your ongoing care.

How we use this information

The information we collect about you is used to ensure we provide you with the best and most appropriate care, services and products. In addition to your ongoing eye care, we will remind you when appointments are due and suggest relevant products or services that we believe would be of interest. We use your contact information to respond to queries from you, and where appropriate your bank details to collect Direct Debit payments as agreed. We may occasionally contact you to ask for your feedback on services we have provided and to offer the opportunity to trial new products.

Our policy on storage, processing and retention of your information.

Storage – we use an external storage provider Any third-party company is only permitted to process your data for the specified purposes and in accordance with our instructions.

We retain your information for as long as reasonably necessary to provide our products and services and to maintain records to satisfy Department of Health, financial and other legal requirements.

How and when we may share your Personal Information

Where necessary we may share your information with other health care professionals including HSC Trusts and GP's. We also may share your details for payment verification, performance and service improvement purposes with the Health and Social Care Board and Business Services Organisation. There will also be occasions when we are legally required to pass information to external agencies and organisations, including the police, for the prevention and detection of fraud and criminal activity. Should any claim be made, we may pass your personal information to our insurers and if our business is wholly or partially transferred to a third party, your personal information may be one of the transferred assets.

Your rights with respect to the Personal Information we hold

You are entitled to access the personal information that we hold on you; any such request should be made using our contact details below. If any data we hold is inaccurate, this will be corrected promptly on request. In certain circumstances you can request that we erase your data which we will do where this would not prevent us meeting our legal and regulatory obligations.

Your legal rights

Under certain circumstances, you have rights under data protection laws in relation to your personal data. Please click on the links below to find out more about these rights:

- [**Request access to your personal data.**](#)
- [**Request correction of your personal data.**](#)
- [**Request erasure of your personal data.**](#)
- [**Object to processing of your personal data.**](#)
- [**Request restriction of processing your personal data.**](#)
- [**Request transfer of your personal data.**](#)
- [**Right to withdraw consent.**](#)

If you wish to exercise any of the rights set out above, please Contact us.

Updating your communication preferences

You may ask that we do not send you communications using any of the contact details we hold on our records, this may include your email, SMS, telephone and postal information. You may also request we restrict our communications to clinically necessary messages. Your personal preferences can be changed at any time by using the link at the end of every email and SMS message we send or by using our contact details below.

Privacy Policy Updates

We reserve our right to make any changes and updates to this privacy policy without giving you notice as and when we need to. Our most up to date privacy policy is always available on our website.

Contacting us

If you have any questions or concerns regarding how we use your personal information you can contact us at:

XYZ Company
12 Any Street
Any Town
BT__
Email _____

If we cannot resolve your concerns you have the right to lodge a complaint with the Information Commissioners office:

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113

Email: casework@ico.org.uk

<https://ico.org.uk/global/contact-us/>