

Patient Data Policy

Introduction

This document explains how patient data is handled by FF4L Ltd. FF4L Ltd trades as: fitfeet4life; fitfeet4life.co.uk and Asha Gray, Podiatrist.

How we use your personal data

We need contact information so we can advise you about appointments or follow up treatment. We need your medical history so we can identify and minimise any risks when treating you. We are required to keep accurate clinical notes so we can agree a suitable treatment plan and monitor its effectiveness. We send information about you to others only if:

- a. You agree that we should refer you to other medical practitioners such as your GP.
- b. You ask us to tell your medical insurance provider about your treatment.

Data collection, accuracy, storage and protection

We rely on you to give us accurate personal and medical information and the podiatrist must make notes about each treatment. Your records may also contain letters to or from other medical practitioners such as your GP or hospital consultant. We stopped taking paper notes in April 2017 except for consent forms for specific procedures. Data is stored and processed in the cloud where it is only accessible by named individuals. We must keep medical records for seven years. We protect your personal data as if it were our own. Accounts are password protected as are the devices that access them.

Subject access requests

You may make a subject access request (SAR) to see or be sent a copy of the data that we hold about you. You will need to give us sufficient information about yourself for us to be sure of your identity. It is best for you to view your record with a clinician and our preferred methods to respond to subject access requests are:

- a. SAR appointment. We will charge £10 for a 10 minute SAR appointment where a clinician will explain your notes to you. We will either send the electronic records or give you a printed copy.
- b. Notes and glossary. We will charge £10 for either an electronic or paper copy of your notes with a glossary of clinician's terms.
- c. Electronic copy. We will not charge to send you an electronic copy of your notes but you may not understand shorthand used in your clinical record.
- d. Paper copy. We will charge £5 to send you an electronic copy of your notes but you may not understand abbreviations used in your clinical record.

Find out more about SARs on the [Information Commissioner's Office website](#).