



Privacy Notice

RECORD KEEPING

Name of Controller: EDINBURGH HEARING CENTRE LTD, Company number SC453317, trading as THE EDINBURGH HEARING PRACTICE - MARTIN SMITH AND KATIE WEBSTER (Directors)

Address of Controller: 4th Floor, 115 George Street, Edinburgh, EH2 4JN - registered office, and 201 St Johns Road, Edinburgh EH12 7UU - primary business address

Telephone/Email: 0131 629 1819 / martin@edinburghhearingpractice.co.uk katie@edinburghhearingpractice.co.uk

Responsible persons: Martin Smith and Katie Webster

Category of personal data/data subject	Legal basis for processing personal data	Who these personal data are shared with	Where possible, time limits for erasure	Technical/organisational security measures to ensure level of security appropriate to risks
Patient records - including personal and contact information, audiological test results, imaging, referral letters etc.	Legitimate interest and for the purposes of health care	Registered health care professionals and those under their supervision (shared with the Patient's consent)	Adults: 8 years. Children: retained until aged 25 (or 26 if they are 17 when treatment ends)	Registered health care professionals and those under their supervision have access. All registered staff comply with HCPC standards, which ensure they respect patient confidentiality and make accurate records. Any paper records are kept securely. Electronic data is password protected. Employees can only access the information essential for their role and receive appropriate training for their role. There is an audit of any changes made to records including details of who made the changes. Storage of the data is web-based (provider: AMPAREX GmbH), which also maintains a back-up system that means data can be restored. All anti-virus software and other software are kept up to date.
Customer records - for example, direct debit/payment details	Legitimate interest	The data subject's bank	Kept for tax purposes and future claims/information in line with government recommendations	Any paper records are kept securely. Electronic data is password protected. Employees can only access the information essential for their role and receive appropriate training for their role. There is an audit of any changes made to records including details of who made the changes. Storage of the data is web-based (provider: AMPAREX GmbH), which also maintains a back-up system that means data can be restored.
Staff records - including bank details, NI number, and	Performance of a contract with the data subject or to take steps to enter into a	HR (including payroll) and senior management	Kept for tax purposes and future claims/information	All anti-virus software and other software are kept up to date.

other personal information	contract and processing is necessary for carrying out obligations under employment	only	n in line with government recommendations	
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LAWFUL BASES FOR PROCESSING PERSONAL DATA

The Edinburgh Hearing Practice relies on the following lawful bases for processing personal data and each processing activity.

Lawful basis for processing personal data	Processing Activity / Examples
1. Processing is necessary for the performance of a contract with the data subject or to take steps to enter into a contract	Processing employment contracts and data held on employees that is consistent with the contract of employment.
2. Processing is necessary for compliance with a legal obligation	For example, to comply with tax law.
3. Necessary for the purposes of legitimate interests pursued by the controller or a third party, except where such interests are overridden by the interests, rights or freedoms of the data	Recording of personal data.
4. Processing is necessary for carrying out obligations under employment, social security or social protection law, or a collective agreement	Processing employment contracts and data held on employees that is consistent with the contract of employment.
5. Processing is necessary for the establishment, exercise or defence of legal claims or where courts are acting in their judicial capacity	It is possible that health care records and other special categories of data might have to be shared in this context - e.g. the final Data Protection Act in the UK might clarify sharing of patient records with regulators like the HCPC.
6. Processing is necessary for the purposes of preventative or occupational medicine, for assessing the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or management of health or social care	Processing health records.

**systems and services on the basis of Union or Member
State law or a contract with a health professional**

INDIVIDUAL RIGHTS

The Edinburgh Hearing Practice (“EHP”) acknowledges the eight rights that individuals have under the General Data Protection Regulations.

Right	How the EHP acknowledges this Right
The right to be informed	<ul style="list-style-type: none"> ▪ The EHP is transparent about how we use personal data by letting individuals (for example, customers, patients, and staff) have access to ‘fair processing information’ – for example, by providing this privacy notice. ▪ THE EHP endeavors to supply all information in a way that is: concise, transparent, intelligible and easily accessible; written in clear and plain language (particularly if addressed to a child); and free of charge.
The right of access	<ul style="list-style-type: none"> ▪ As the EHP processes personal data, we understand that individuals can ask what we are processing and why - and ask for copies of that data. ▪ The EHP will process any Subject Access Requests timeously (within one month) and in line with the relative regulations.
The right to rectification	<ul style="list-style-type: none"> ▪ The EHP acknowledges that individuals can ask us to rectify personal data if it is inaccurate or incomplete and will respond to such requests within one month.
The right to erasure	<ul style="list-style-type: none"> ▪ The EHP understands that in certain circumstances (where there is no compelling reason for its continued processing) an individual might be able to ask us to delete or remove personal data you hold on them. ▪ This right is therefore not applicable where there is a duty to keep accurate records – for example, keeping health and employee records is often best practice and a requirement in case of a legal claim etc.
The right to restrict processing	<ul style="list-style-type: none"> ▪ The EHP understands that an individual has the right to ‘block’ or suppress us processing their data in certain circumstances, and if there is a basis for a customer to exercise this right, then we can store the personal data, but not further process it.
The right to data portability	<ul style="list-style-type: none"> ▪ This is unlikely to apply to the EHP as our processing is not carried out by automated means.
The right to object	<ul style="list-style-type: none"> ▪ The EHP understands that individuals can object to you processing their personal data in certain circumstances. ▪ As the EHP uses “legitimate interest” as a lawful basis for processing personal data, we understand that if an individual objects, we must stop processing data unless we can demonstrate a) how the “legitimate interests” override the interests, rights and freedoms of the individual or b) that we are processing the data for the establishment, exercise or defense of legal claims ▪ The EHP acknowledges that if an individual objects to us processing personal data for direct marketing, we must stop processing data for that purpose.
The right not	<ul style="list-style-type: none"> ▪ This is unlikely to apply to the EHP as our processing does not include automated decision-making and/or profiling.

to be subject to automated decision- making including profiling	
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