

Privacy Notice for Homeopathy Practice

1. Who I am

I am Villy Tichkova and I am a registered homeopath with registration number 010683. My practice address is The Practice Rooms, 26 Upper Borough Walls, Bath BA1 1RH. I am registered with the Information Commissioner's Office and my number there is: **ZA500405**

Please read this notice carefully. If you have any questions about your data privacy, please email me at vtich@icloud.com.

2. Scope of this notice

I respect your privacy and I am committed to protecting your personal data. This privacy notice tells you about how I look after your personal data when you visit this website (www.villytichkova.com), when you visit me for a consultation or when you otherwise communicate with me and it tells you about your privacy rights and how the law protects you.

This policy may change from time to time. If I make any material changes, I will make you aware of them.

3. What information do I collect?

If you indicate your interest in my services or otherwise communicate with me, and if you would like me to treat you, I will need to collect certain information that includes:

Type of data collected	Lawful justification
CONTACT DATA: Client contact and prospective client contact details – name, email addresses, residential address, phone numbers	In order to take steps at your request before I provide services to you or in order to provide services to you.
HEALTH DATA: Client date of birth, gender, client health questionnaire and other information about your health and medical history To this, over time, I will add details of the conditions for which you have consulted me and the remedies and other therapies that I have prescribed or recommended.	In order to take steps at your request before I provide services to you or in order to provide services to you.
MARKETING DATA: your preferences in receiving marketing from us and your communication preferences.	If you choose to sign up to my emails that tell you about forthcoming events or other information about my work.

<p>FEEDBACK DATA: Your feedback about my services</p>	<p>If you choose to provide your feedback, I will only use it for the purpose of improving services. Providing feedback is of course, entirely optional.</p>
<p>TECHNICAL DATA: If you access information through my website, cookies on my website automatically include certain information including internet protocol (IP) address, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access this website.</p>	<p>If you choose to accept the website cookies by giving your consent through the pop up notice on my website.</p> <p>Cookies allow me to recognise and count the number of visitors and to see how visitors move around my website when they are using it. This helps me to improve the way my website works, for example, by ensuring that users are finding what they are looking for easily. I don't use any other non-essential cookies on this website. If you don't want me to collect this sort of information about you, you can set your browser to refuse the Google Analytics cookie by following this link: https://tools.google.com/dlpage/gaoptout.</p>

4. How do I collect this information?

All the information collected is obtained directly from you. This is usually at the point of your initial consultation. The information is collected via a 'medical history form' which I ask you to complete prior to or at the initial consultation. In order for me to treat you effectively I do need to obtain this information from you; the gathering and processing of this information is covered under the legal base of 'legitimate interests' and this term is defined within data protection regulation and law. All changes to this policy or the way in which your data will be processed will be discussed with you.

If I am treating anyone under the age of 18, I ask for the specific written consent of their parent before I offer my services and collect any information about the patient.

5. How do I use your information?

I use your personal information to provide my services to you, to analyse the conditions for which you have consulted me and to prescribe remedies and other therapies.

I will communicate with you by email, other digital methods, by telephone and by post.

6. Disclosure of your personal information to third parties.

I keep your personal information in the UK and (other than storing certain information digitally on icloud) I will never share your information with anyone else unless you give me your specific consent or if I am required to by law.

7. How long will you use my personal data for?

I need to keep your information for as long as you continue to consult me. Since patients often return for more consultations after a period of absence, I will keep your information for seven years after your last consultation. In the case of children, I will need to keep their information for seven years after their 18th Birthday. At that point, your file will be securely destroyed and I will erase from my computer systems, any digital information.

8. Cookies and related tracking technologies

As you interact with our website and/or our app, I may automatically collect and be provided with Technical Data from certain “performance” or “session” cookies like Google Analytics about your browsing actions and patterns. My website uses performance and session cookies because it helps me to understand how visitors arrive at my website, browse or use my website and highlight areas where I can improve areas such as navigation. Cookies are small pieces of information sent by a web server to a web browser which allows the server to uniquely identify the browser on each page. You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly. If you wish to disable the Google Analytics cookies that we use, you can do so by following this link: <https://tools.google.com/dlpage/gaoptout>.

9. Security

My patient files are paper-based and are held securely within my private home. I take steps to protect your personal information against loss or theft, as well as unauthorised access, disclosure, copying, use, or modification.

I have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where I am legally required to do so.

10. Updating your information

It is important that the personal data I hold about you is accurate and current. Please keep me informed if your personal data changes. You may review, correct, update or change your personal information at any time by contacting me at vtich@icloud.com.

11. Your legal rights

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). I would, however, appreciate the chance to deal with your concerns about data protection before you approach the ICO so please contact me in the first instance.

You also have the right in certain circumstances to:

Under certain circumstances, by law you have the right to:

- **Request access** to your personal information (commonly known as a "data subject access request"). This enables you to receive a copy of the personal information I hold about you and to check that I am lawfully processing it.
- **Request correction** of the personal information that I hold about you. This enables you to have any incomplete or inaccurate information I hold about you corrected.
- **Request erasure** of your personal information. This enables you to ask me to delete or remove personal information where there is no good reason for me continuing to process it. You also have the right to ask me to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal information where I am relying on a legitimate interest and there is something about your particular situation which makes you want to object to processing on this ground.
- **Request the restriction of processing** of your personal information. This enables you to ask me to suspend the processing of personal information about you, for example if you want me to establish its accuracy or the reason for processing it.
- **Request the transfer of your personal information to another party.**

You will not have to pay a fee to access your personal data (or to exercise any of the other rights).

What I may need from you: I may need to request specific information from you to help confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. I may also contact you to ask you for further information in relation to your request to speed up our response.

Time limit to respond

I try to respond to all legitimate requests within one month. Occasionally it may take me longer than a month if your request is particularly complex or you have made a number of requests. In this case, I will notify you and keep you updated.