

The Adolphus Practice: Service-User Privacy Notice

We are the Adolphus Practice (**TAP**), with registered address at 8a High Street, Market Lavington, Devizes, SN10 4AF.

This Privacy Notice explains when and why we collect personal information about you, how we use it and the conditions under which we may disclose it to others. Your personal data is defined as any information that can directly or indirectly identify you. This notice also explains how we keep your data safe and secure and includes information you need to know about your rights and how to exercise them. For an easy read version of our privacy notice, please visit: [Here](#)

If you have any questions regarding our Privacy Notice and our use of your personal data or would like to exercise any of your rights, please get in touch via the following information:

Write to us: Kathryn Adolphus: support@drkatieadolphus.co.uk

Data Protection Officer: Hope & May- sofiya@hope-may.com

If you are unhappy with the way we process your data, please get in touch by using one of the contact above. You can also make a complaint to the Information Commissioner's Office (ICO) which regulates the use of information in the UK. They can be contacted by:

Telephone 0303 123 1113

Write to the ICO: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Or by going online to www.ico.org.uk/concerns

What personal data do we collect?

During our engagement with you, for providing our services for Autism & ADHD assessments, support and coaching, we may collect the following data:

- Information provided by you on the website for waiting list: Name, phone number, email address, age.
- Information provided by you during the delivery phase of our services: name, data of birth, gender, ethnicity, religion, contact details, health conditions, contacts of education provider, behavioural information, school attendance, life background, symptom history, developmental history (symptoms during childhood to adulthood), medical history, social and academic experiences, drug and alcohol abuse history, family and other aspects of your life

How is your information used?

We may use your personal information to

- Carry out a thorough assessment of your needs;
- Provide an appropriate service which best meets your needs;
- Monitor and manage risk;
- Protect yourself and the general public;
- Safeguarding;

What is our lawful basis for processing?

We rely on contractual obligation to process your data. For adding your details to our waiting list, we rely on legitimate interest.

How long do we keep your data for?

We retain the personal data of all service users for a period of six years post-service. After this time, personal data will be reviewed and securely destroyed.

Confidentiality, data sharing and safeguarding

All your data is stored with utmost confidentiality. We do not share your data with anyone without your consent.

To comply with our duty of care and safeguarding, we may need to pass some information raising safeguarding concern with the authorities. In such circumstances, we apply vital interest and legitimate interest as our lawful basis. Data subjects' rights and other UK GDPR provisions may be restricted when concerning personal data processed in these circumstances. Exceptions and exemptions are applied on a case by case basis.

Your Rights

Under data protection laws in the UK and EU, you have certain rights over the personal information that we hold about you. If you would like to exercise your rights, please get in contact with any of the details listed above. Here is a summary of the rights we think apply:

Right to be Informed

You have the right to be informed as to how we use your data and under what lawful basis we carry out any processing. This Privacy Notice sets this information out however if you would like further information, please get in touch.

Right of Erasure – also known as the right to be forgotten

You may ask us to delete some or all of your information we hold about you. Sometimes where we have a legal obligation we cannot erase your personal data.

Right to Object

You have the right to object to processing where we are using your personal information such as where it is based on legitimate interests or for direct marketing.

Inaccurate personal information corrected

Inaccurate or incomplete information we hold about you can be corrected. The accuracy of your information is important to us and we are working on ways to make this easier for you to review and correct the information that we hold about you. We will also carry out an annual accuracy check. If any of your information is out of date or if you are unsure of this, please get in touch through any of the contact details listed in this notice.

Right of restriction

You have a right to restrict the processing of some or all of your personal information if there is a disagreement about its accuracy, or we are not lawfully allowed to use it.

Right to Access your information

You have a right to request access to a copy of your personal information that we hold about you, along with the information on what personal information we use, why we use it, who we share it with, how long we keep it for and whenever it has been used for automated decision making. You can make a request for access free of charge and proof of identity is required.

Automated decision making

Automated decision-making takes place when an electronic system uses personal information to make a decision without human intervention. You have the right to question the outcome of automated decisions that may create legal effects or create a similar significant impact on you. We currently do not undertake automated decision making.

Portability

You can ask us to provide you or a third party with some of the personal information that we hold about you.

Right to withdraw consent

Where you have provided consent to our use of your data, you also have the right to withdraw that consent at any time. This means that we will stop processing your data.

Transferring your information outside of the United Kingdom

Where personal data is stored outside of the UK and the EEA, safeguards to protect personal data may include but are not limited to the UK Addendum used in conjunction with the EU Standard Contractual Clauses (SCCs), or UK International Data Transfer Agreement (IDTAs). Such safeguards will be subject to Transfer Risk Assessments (TRAs).

Changes to this privacy notice:

This privacy notice is kept under regular review. If we make any significant changes to the way in which we process your information, we'll make the required changes to this Privacy Notice and will notify you so that you can raise any concerns or objections with us.

When making less impactful changes, we'll update this notice and post a summary of the changes on our website.

This privacy notice was last updated in February 2024