

# Privacy Policy for Patients - Bristol Menopause Clinic

*Effective Date: [Date]*

## 1. Introduction:

At Bristol Menopause Clinic, your privacy and the confidentiality of your personal and medical information are of utmost importance to us. This Privacy Policy outlines how we collect, use, disclose, and protect your data when you receive healthcare services from us. By accessing our services, you consent to the practices described in this policy.

## 2. Information We Collect:

We collect and maintain various types of information, including but not limited to:

- Personal information (e.g., name, contact details, date of birth).
- Medical history and health records.
- Health insurance information.
- Billing and payment details.
- Correspondence and communication records.

## 3. How We Use Your Information:

We may use your information for the following purposes:

- To provide medical care and treatment.
- To facilitate appointment scheduling and reminders.
- For billing and payment processing.
- To communicate important healthcare information.
- To comply with legal and regulatory requirements.
- To improve the quality of our services.

## 4. Information Sharing and Disclosure:

We may share your information with:

- Healthcare providers and staff involved in your care.
- Third-party suppliers for specialised services (e.g., laboratory tests, imaging).
- Health insurance providers for billing and claims processing.
- Regulatory authorities as required by law.

We will not sell or rent your information to third parties for marketing purposes.

## **5. Data Security:**

We maintain strict security measures to protect your information from unauthorised access, disclosure, alteration, or destruction. Our safeguards include secure electronic systems and physical security measures.

## **6. Your Rights:**

You have the following rights regarding your data:

- Access: You can request access to your personal and medical information.
- Correction: You may request corrections to inaccurate or incomplete data.
- Withdrawal: You can withdraw your consent for data processing.
- Deletion: In some cases, you may request the deletion of your data, subject to legal requirements.

## **7. Data Retention:**

We retain your data for as long as necessary to provide healthcare services, comply with legal obligations, and for legitimate business purposes.

## **8. Cookies and Tracking:**

Our website may use cookies and tracking technologies. Please refer to our separate Cookies Policy for more details.

## **9. Children's Privacy:**

Our services are not intended for individuals under the age of 18. We do not knowingly collect or store data from children.

## **10. Changes to the Privacy Policy:**

We may update this Privacy Policy to reflect changes in our practices. We will notify you of significant changes via our website or other appropriate means.

## **11. Contact Us:**

If you have questions or concerns about your privacy or wish to exercise your rights under this policy, please contact our Data Protection Officer, Kim Jones.

This Privacy Policy is intended to provide you with a clear understanding of how we handle your information at Bristol Menopause Clinic. We are committed to maintaining the privacy and security of your data and ensuring compliance with applicable data protection laws. If you have any questions or require further information, please do not hesitate to reach out to us.