

**PRIVACY NOTICE of MMW Osteopath**

**Updated 11/10/20**

Thank you for choosing to view or visit MMW Osteopath ("Company", "we", "us", "our").

We are committed to protecting your personal information and your right to privacy.

If you have any questions or concerns about this privacy notice, or our practice with regards to your personal information, please contact us at [mmw@mmwosteopath.co.uk](mailto:mmw@mmwosteopath.co.uk) alternatively you can us on 0208 665 4776 or 07949 509339

When you visit our website [http://www.mmwosteopath.co.uk](http://www.mmwosteopath.co.uk/) (the "**Website**"), and more generally, use any of our services (the "**Services**", which include the Website), we appreciate that you are trusting us with your personal information.

We take your privacy very seriously. In this privacy notice, we seek to explain to you in the clearest way possible what information we collect, how we use it and what rights you have in relation to it.

We hope you take some time to read through it carefully, as it is important. If there are any terms in this privacy notice that you do not agree with, please discontinue use of our website Services immediately.

**Information we collect:**

We collect personal information that you voluntarily provide to us when you express an interest in obtaining information about us or our Services, when you participate in activities on the Website or otherwise when you contact us and/or come in for treatment.

Like many businesses, we also collect information through cookies we use cookies and similar tracking technologies) to access or store information. Specific information about how we use such technologies and how you can refuse certain cookies is set out in our Cookie Notice.

Our company is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to provide you our website, sell products and any services you directly purchase through the website. Your data may be stored through Wix.com’s data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

Our Website uses Google Maps APIs which is subject to Google’s Terms of Service. You may find the Google Maps APIs Terms of Service [here](https://developers.google.com/maps/terms). To find out more about Google’s Privacy Policy, please refer to this [link](https://policies.google.com/privacy).

We use the Google Maps API to retrieve certain information when you make location-specific requests.

**Why we collect information:**

1. The personal information that we collect depends on the context of your interactions with us and the Website, the choices you make and the products and features you use. The personal information we collect through our contact form is your **name, phone number, email address and enquiry**.
2. All personal information that you provide to us must be true, complete and accurate. We never pass, sell or disclose your personal details in relation to your name, phone number, email address, share your enquiry with any third party.
3. Your personal details may be shared with practice reception in order to book your appointments and to treat you.
4. To provide and operate the Services;
5. To provide our Users with ongoing customer assistance and technical support;
6. To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services;
7. To comply with any applicable laws and regulations.
8. MMW Osteopath has a separate practice GDPR for visiting the practice as a patient or client; this can be found on the website within the “**About**” section on “**The Practice**” heading.

**Information automatically collected:**

We use software tools to automatically collect certain information when you visit, use or navigate the Website. This information does not reveal your specific identity (like your name or contact information) but may include device and usage information, such as your IP address, browser and device characteristics, operating system, language preferences, referring URLs, device name, country, location, information about how and when you use our Website and other technical information. This information is primarily Google analytics, Wix analytics and crazy domains; this is needed to maintain the security and operation of our Website, and for our internal analytics and reporting purposes.

You can opt out of allowing us to collect this information either by refusing access to the information or by disabling your Location setting on your device. Note however, if you choose to opt out, you may not be able to use certain aspects of the Services.

**Will your information be shared with anyone?**

We only share information with your consent, to comply with laws, to provide you with services, to protect your rights, or to fulfil business obligations.

We may process or share your data that we hold based on the following legal basis:

* **Consent to do so:** We may process your data if you have given us specific consent to use your personal information for a specific purpose.
* **Legitimate Interests**: We may process your data when it is reasonably necessary to achieve our legitimate business interests. Your practitioner in order that they can provide you with treatment. Our personal assistant, because they at times organise our diaries, coordinate appointments and reminders (they do not have access to your medical files).
* **Legal Obligations**: We may disclose your information where we are legally required to do so in order to comply with applicable law, governmental requests, a judicial proceeding, court order, or legal process, such as in response to a court order (including in response to public authorities to meet national security or law enforcement requirements).
* **Vital Interests**: We may disclose your information where we believe it is necessary to investigate, prevent, or take action regarding potential violations of our policies, suspected fraud, situations involving potential threats to the safety of any person and illegal activities, or as evidence in litigation in which we are involved.

**How long do we keep your information?**

We will only keep your personal information for as long as it is necessary for the purposes set out in this privacy notice, unless a longer retention period is required or permitted by law (such as tax, accounting or other legal requirements). No purpose in this notice will require us keeping your personal information for longer than 30 days.

If you are a patient of MMW Osteopath we have a legal obligation to keep your medical notes for duration of 8 years beginning from your most recent treatment, or up to the age of 25years

**How do we keep your information safe?**

**If visiting the website**: We use SSL certificates on our website, this authenticates us in your browser and encrypts correspondence between us, and this is noticeable by the padlock within your browser. We have implemented appropriate technical and organizational security measures designed to protect the security of any personal information we process. However, despite our safeguards and efforts to secure your information, no electronic transmission over the Internet or information storage technology can be guaranteed to be 100% secure, so we cannot promise or guarantee that hackers, cybercriminals, or other unauthorized third parties will not be able to defeat our security, and improperly collect, access, steal, or modify your information. You should only access the Website within a secure environment.

**At MMW Osteopath**: your medical records are kept safe in a lockable filing system, within a lockable office. Any electronic correspondence (Patient letters, receipt ect…) are kept password protected within a lockable office.

**WHAT ARE YOUR PRIVACY RIGHTS?**

You have the right to change any personal information we have on records.

If we are relying on your consent to process your personal information, you have the right to withdraw your consent at any time. Please note however that this will not affect the lawfulness of the processing before its withdrawal, nor will it affect the processing of your personal information conducted in reliance on lawful processing grounds other than consent.

If you would like to: access, correct, amend or delete any personal information we have about you, you are invited to make such a request, to MMW Osteopath, 177 Melfort road, Thornton heath, Croydon, CR7 7RU We will consider and act upon any request in accordance with applicable data protection laws. We will respond to your request within 30 days.

**Cookies and similar technologies:**

Most Web browsers are set to accept cookies by default. If you prefer, you can usually choose to set your browser to remove cookies and to reject cookies. If you choose to remove cookies or reject cookies, this could affect certain features or services of our Website.

**Children using the site**

We do not sell products or provide services solely to under 18s, nor do we market to children under 18. If you are under 18, you can use the website only with consent from a parent or guardian. Should you need to book an appointment please ask your parent or guardian to contact us for you. Under 18 are required by law to be accompanied by an adult during your session.

**CONTROLS FOR DO-NOT-TRACK FEATURES**

Most web browsers and some mobile operating systems and mobile applications include a Do-Not-Track ("DNT") feature or setting you can activate to signal your privacy preference not to have data about your online browsing activities monitored and collected. At this stage no uniform technology standard for recognizing and implementing DNT signals has been finalized. As such, we do not currently respond to DNT browser signals or any other mechanism that automatically communicates your choice not to be tracked online. If a standard for online tracking is adopted that we must follow in the future, we will inform you about that practice in a revised version of this privacy notice.

**Privacy policy updates**

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

**How you can withdraw your consent**

If you don’t want us to process your data anymore, please contact us at [mmw@mmwosteopath.co.uk](mailto:mmw@mmwosteopath.co.uk) or send us mail to: MMW Osteopath, 177 Melfort Road, Thornton heath, Croydon, CR7 7RU

We will respond to your request within 30 days.

**Questions and contact information**

To make such a request, please address to MMW Osteoapth, 177 Melfort road,