



THE
WALCOTE
PRACTICE
WINCHESTER'S PRIVATE GP

Overarching Privacy Policy

Walcote Health Ltd ("We, Us, Our") is committed to protecting and respecting your privacy.

This policy (and any other document referred to in it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us.

For the purpose of the General Data Protection Regulation 2016 (GDPR), the data controller is Walcote Health Ltd with registered address at: Southgate Chambers, 37-39 Southgate Street, Winchester, Hampshire, SO23 9EH, registered in England Number 08929724.

Walcote Health Ltd understands that your information is entrusted to us and we are committed to protecting and respecting your privacy. To this end Walcote Health Ltd complies with data protection legislation regarding data processing and with clinical confidentiality guidelines. Everything we do with your personal data counts as processing it, including collecting, storing, amending, transferring and deleting it.

When we refer to "personal information or "personal data"" in this policy, we mean information that could or has the potential to identify you as an individual or provides information about you. Accordingly, we may hold and use information about you as a customer, a patient, or in any other capacity, eg when you visit our websites, complete a form, access our services or speak to us.

Security of your personal information

We endeavour to protect all information we hold about you by ensuring that we have appropriate security measures in place to prevent unauthorised access, information being lost, destroyed or damaged. Please see our [Fair Processing Notice](#) for full details of how we process personal data that you share with us through means other than the website.

Information collected during service enquiries

When you contact us to enquire about a service or a product, we will collect personal information about you to enable us to provide you with the information that you have enquired about. Information collected will be kept securely and only accessed by those individuals responsible for ensuring you are provided with the correct information about our services.

Telephone calls

In the interests of staff training and continually improving our services, calls to Walcote Health Ltd and its agents may be monitored or recorded.

Health information collected during treatments and services

Where sensitive clinical information is collected it will be kept confidential and secure and will only be disclosed to and received from those individuals involved with your treatment or care, or to their agents and, if applicable and only with your explicit consent, to any person or organisation who may be responsible for meeting your treatment expenses or their agents. Information may be provided to external service providers and regulatory bodies for the purpose of clinical audit or compliance monitoring to ensure the highest standards of care and record keeping are maintained.

The highest standards of confidentiality will be applied to your personal data in accordance with data protection law and confidentiality. Any publishing of this data for Walcote Health Ltd's audit or

research purposes will be in a coded or anonymised form. Anonymous or aggregated data may be used by Walcote Health Ltd, or disclosed to others, for research or statistical purposes.

Information entered onto the Walcote Health Ltd website

The Walcote Health Ltd website (the “Website”) is controlled and owned by Walcote Health Ltd.

Walcote Health Ltd takes a proactive approach to website user privacy and ensures that the necessary steps are taken to protect the privacy of its users throughout their visiting experience. The Walcote Health Ltd website complies with all UK national laws and requirements for user privacy. For full details, please be sure to read our [Website Privacy Policy](#) before using or submitting information to the website.

By using the website, you agree to the terms of this Overarching Privacy Policy and our Website Privacy Policy. Whenever you submit information via the website, you consent to the collection, use, and disclosure of that information in accordance with these policies. The website is intended for use by residents of the United Kingdom.

Use of Cookies

Cookies are text files containing small amounts of information which may be downloaded to your computer or mobile device when you visit a website or webpage. Cookies are then sent back to the originating website on each subsequent visit, or to another website that recognises that cookie to help Walcote Health Ltd to analyse and improve use of our website. Cookies are useful because they help the website, or another website, to recognise your device the next time you visit.

We use cookies to distinguish you from other users of the website. This helps us to provide you with a good experience when you browse the website and also allows us to improve the service and the website. For full details, please be sure to read our [Cookies Policy](#) before using the website.

Marketing

If you have consented to our processing your personal information for marketing purposes we may send you information about Walcote Health Ltd products and services which may be of interest to you. You have the right to ask us not to process your information in this way at any time. If you no longer wish to receive web based marketing information you can unsubscribe. For non-web based marketing information please write to our Privacy Officer at the address given at the end of this document.

Fraud

Personal data may be disclosed to others with a view to preventing fraud or to assist in police investigations in line with the GDPR.

CCTV

Walcote Health Ltd premises are surveyed by CCTV under the grounds of legitimate interest for the purpose of security. Images and videos may be retained for a limited period. To learn more, please see our [CCTV Statement](#).

Accessing and updating your information

You benefit from a number of rights with respect to the personal data we hold about you, depending upon the grounds on which we process your data and subject to exemptions. These include the right of access to and rectification of your personal data (including access to or the ability to request copies of your medical records), the right to restrict or object to data processing, withdraw consent or be

forgotten, the right to complain to the Information Commissioner's Office (ICO) and the right to data portability. Where possible, we will process your request within one month free of charge.

If any of your details change or are incorrect please let us know as soon as possible.

For any queries you may have regarding our processing of personal data, please contact our Privacy Officer or any other member of our team in person, by post, by emailing info@thewalcoteppractice.co.uk, phoning 01962 828715 or writing to the address given at the end of this document.

Changes to our privacy statement

We keep our privacy policies under regular review and as a result they may be amended from time to time without notice. As a result we encourage you to review these privacy policies regularly.

Contact

If you have any questions in relation to our privacy policies please contact:

Privacy Officer
Walcote Health Ltd
Southgate Chambers
37-39 Southgate Street
Winchester
Hampshire
SO23 9EH