

# Privacy Policy for Lee Thompson Osteopath

Effective Date: 22<sup>nd</sup> September 2025

## 1. Introduction

Lee Thompson Osteopath ("we", "us", or "our") is committed to protecting the privacy and personal data of our patients and website visitors. This Privacy Policy explains how we collect, use, disclose, and safeguard your information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

## 2. Data Controller

Lee Thompson is the data controller for all personal data collected via this website and associated services.

## 3. What Information We Collect

We may collect the following personal data:

- Full name
- Email address
- Phone number
- Home address
- Date of birth
- Payment information
- Health-related information (if provided via booking or contact forms)

## 4. How We Collect Your Data

We collect data through:

- Contact forms
- Online booking system
- Cookies and analytics tools

## 5. Legal Basis for Processing

We process your data under the following lawful bases:

- Consent: When you voluntarily provide information via our website.
- Contract: To manage appointments and provide osteopathic services.
- Legal obligation: To maintain accurate patient records.
- Legitimate interests: To improve our services and website functionality.

## 6. How We Use Your Data

Your data is used to:

- Schedule and manage appointments
- Maintain patient records
- Respond to inquiries
- Process payments
- Comply with legal and regulatory obligations

## 7. Sharing Your Data

We share your data only with:

- Our booking platform provider, who acts as a data processor under a GDPR-compliant agreement.

We do not sell or share your data with third parties for marketing purposes.

## 8. Cookies and Tracking

Our website uses cookies to:

- Improve user experience
- Monitor website traffic via analytics tools

You can manage cookie preferences via your browser settings.

## 9. Data Retention

In accordance with GOsC guidelines, we retain patient records:

- For at least 8 years after the last consultation

- For children, until their 25th birthday

Other data is retained only as long as necessary for its intended purpose.

## 10. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Request correction or deletion
- Withdraw consent at any time
- Object to processing
- Lodge a complaint with the Information Commissioner's Office (ICO)

## 11. Data Security

We implement appropriate technical and organisational measures to protect your data from unauthorised access, loss, or misuse.

## 12. Contact Us

For privacy-related inquiries, please contact:

**Lee Thompson**

Email: [ltosteopathy@outlook.com](mailto:ltosteopathy@outlook.com)

Phone: 07505145095

Website: <https://ltosteopath.com>