



## Privacy Policy 360 Med – Private Medical Centre

**Effective Date:** 24 March 2025

**Review Date:** 24 March 2026

At **360 Med**, we are committed to protecting your privacy and ensuring that your personal data is handled securely and in compliance with the **General Data Protection Regulation (GDPR), the Data Protection Act 2018, and the Care Quality Commission (CQC) regulations**. This policy outlines how we collect, use, store, and protect your personal information when you use our in-person and online consultation services.

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### 1. What Information We Collect

We collect and process the following categories of personal data:

- **Identity Data:** Name, date of birth, gender, and identification documents (where required).
  - **Contact Data:** Address, phone number, and email.
  - **Medical Data:** Medical history, prescriptions, consultations, test results, and treatment plans.
  - **Financial Data:** Payment details for services received.
  - **Technical Data:** IP address, device information, and online identifiers when using our website and telemedicine services.
  - **Communication Data:** Any correspondence or feedback provided by you.
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### 2. How We Use Your Information

Your personal data is used to:

- Provide high-quality **in-person and online medical consultations**.
- Maintain accurate and up-to-date medical records.
- Arrange **diagnostic tests, prescriptions, and referrals**.
- Process payments and manage your account.
- Improve our services through **patient feedback and quality assurance**.
- Comply with **legal, regulatory, and CQC obligations**.

We will only process your data **where legally permitted** and ensure that it is relevant, accurate, and up to date.

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### 3. Legal Basis for Processing Your Data

We process personal data under the following legal bases:

- **Performance of a Contract:** Providing medical services as requested.
  - **Legal Obligation:** Compliance with CQC and legal requirements.
  - **Legitimate Interests:** Quality improvement, fraud prevention, and patient safety.
  - **Consent:** Where required, for marketing communications and special categories of personal data.
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### 4. How We Protect Your Data

We implement strict **technical and organisational measures** to protect your data, including:

- **Encryption** for online communications.
  - **Secure servers** and access controls.
  - **Regular audits** in compliance with CQC and GDPR standards.
  - **Data minimisation** – only storing necessary information for as long as required.
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### 5. Sharing Your Data

We may share your personal data with:

- **Healthcare professionals** involved in your treatment.
- **Diagnostic laboratories** and specialist referral providers.

- **Regulatory bodies (CQC, GMC)** when legally required.
- **IT and payment service providers** under strict confidentiality agreements.

We **never sell your data** to third parties.

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## 6. International Data Transfers

In some cases, your personal data may be transferred outside the **UK and European Economic Area (EEA)**. If this occurs, we ensure that appropriate safeguards are in place, including:

- Transferring data only to countries with **adequate data protection laws** recognised by the UK Government.
- Implementing **Standard Contractual Clauses (SCCs)** or other approved mechanisms where necessary.
- Ensuring all third-party service providers comply with **GDPR standards**.

You may request more information on international transfers by contacting us.

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## 7. How Long We Keep Your Data

We retain medical records **in line with CQC guidelines**:

- **Adult medical records**: Minimum of 8 years.
  - **Children's records**: Until the patient reaches age 25.
  - **Financial records**: Minimum of 6 years.
  - **Online consultation records**: Stored securely and deleted when no longer required.
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## 8. Your Rights

You have the right to:

- **Access your data** and request a copy.
- **Correct any inaccurate information**.
- **Withdraw consent** (where applicable).
- **Request deletion** of your data, subject to legal retention requirements.

- **Object to processing** where applicable.
- **Lodge a complaint** with the Information Commissioner’s Office (ICO) if you believe your data is mishandled.

To exercise your rights, contact us at: **[Insert Contact Email]**.

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## **9. Telemedicine and Online Consultations**

For virtual consultations, we ensure:

- **End-to-end encryption** for video calls.
  - **Secure online prescription handling.**
  - **Confidentiality** of patient data in line with GDPR guidelines.
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## **10. Changes to This Policy**

We may update this privacy policy to reflect regulatory changes. Any updates will be posted on our website and communicated where necessary.

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## **11. Contact Us**

If you have any questions about this privacy policy or how we handle your data, please contact: **360 Med – Private Medical Centre Address:** 120 Fortis Green Road, N10 3HN  
**Phone:** 020 8050 4048  
**Email:** info@360med.co.uk

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