

Lash Eye Care Privacy Policy

Lash Eye Care is committed to protecting and respecting your personal information. Our Privacy Policy contains important information about what personal details we collect; what we do with that information; who we may share it with and why and your choices and rights to the personal information you have given us. Please read the following carefully. By providing your personal data to us, or by using our services, you accept or consent to the practices as described in this Privacy Policy.

What information will we hold?

Information about you that we will collect and use includes:

Information about who you are e.g. your name, address, date of birth, contact details and hospital or NHS number

Information about your next of kin e.g. name and contact details

Information about your healthcare providers e.g. your GP or optician

Information about your medical insurance provider including membership and pre-authorisation codes if applicable

Details of referrals from other healthcare providers

Information about your contact with us e.g. emails and letters

Information relating to your health and treatment e.g. clinic letters, notes and reports and details of any care you have received or need

Notes and reports about your health and any treatment and care you have received

Where do we collect your information from?

We may collect your personal information directly from you from a variety of sources including an enquiry form via our website, email, letter or telephone conversation or referral from another healthcare provider.

How information about you will be used

Your personal data will only be disclosed to those involved with your treatment or care. We only ever collect and use information which is personal to you where it is necessary, fair and lawful to do so. We will collect and use your information only where it is necessary to provide you with the service you have requested.

How we protect your information

We take information and system security very seriously and we strive to comply with our obligations at all times. Any personal information which is collected, recorded or used in any way whether on paper, online or any other media we will have appropriate safeguards in place in line with our data protection obligations. At your request we may occasionally transfer personal information to you via email, or you may choose to transfer information to us via email. If you choose to send or receive such information via email you do so at your own risk as the transmission of information via the internet cannot be guaranteed as completely secure.

Access to your information and correction

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information please email lasheyecare@gmail.com and we will get back to you within 5 working days. We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

How long we keep your information

Any personal data you provide will be held for as long as is necessary having regard to the purpose for which it was collected.

How do I get my information removed from your system?

You can ask for your information to be deleted or removed if there is not a compelling reason for Lash Eye Care to continue to have it.