

PRIVACY POLICY

(Updated December 2021)

Purpose of this Privacy Policy

This privacy policy aims to give you information on how Lottachiro collects and processes your personal data through your use of this website, including any data you may provide through this website when you sign up to communications from us. Lottachiro respects your privacy and is committed to protecting your personal data.

Who are we

For the purposes of processing your personal data, under data protection law, Charlotta Binder is the data Controller. She is your first point of contact and can be contacted via info@lottachiro.co.uk for any privacy queries.

Personal information we collect

We currently collect and process Personal identifiers, contacts and characteristics (for example, name and contact details) only. These are collected directly from you via email. We may also collect or share personal data with a third-party such as a GP. This is only done with your explicit consent.

On rare occasion there are circumstances where a legal tram may legally request details or treatment notes.

Any further special Category Data collected from you will be done separately but accordingly to each clinics internal GDPR policies and controls.

Your rights

As we process your personal data, under data protection law, you have the following rights:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights.
Please contact us at info@lottachiro.co.uk if you wish to make a request.

Data Breaches

Should your personal data under our control be lost, stolen or otherwise breached, where this constitutes a high risk to your rights and freedoms, we will contact you without delay. We will give you the contact details of the Data Protection Officer who is dealing with the breach, explain to you the nature of the breach and the steps we are taking to deal with it.

Complaints

Should you wish to make a complaint or have any concerns about how we use your personal information, please contact us directly at info@lottachiro.co.uk

If you're unhappy with how we have used your data, you can also contact the ICO (Information Commissioners Office) via their website <https://www.ico.org.uk> or by calling 03031231113.

Cookie Policy and information our website automatically collects

Cookies are small text files which ask permission to be downloaded onto your device when you visit a website. It allows the website to recognise your device each time you access the website and will store some information about your preferences or past actions. Information collected includes

technical information, including a truncated and anonymised version of your Internet protocol (IP) address, browser type and version, operating system and platform

visit information, including what pages you visit, how long you are on the site, how you got to the site (including date and time), page response times, length of visit and what you click on

Changes to our Privacy Policy

We may need to update our privacy policy accordingly to our service provision changes or if GDPR law change. We will keep you informed of these changes either via a notification on the website or email. This policy has last been updated December 2021.