

## **This Doctor Lifts LTD Privacy Policy**

The new General Data Protection Regulations (GDPR) came into effect on the 25th May 2018. This legislation that means all companies are legally obliged to inform you exactly how they handle any data held about you.

At This Doctor Lifts we have produced a privacy policy written to demonstrate our compliance with the GDPR.

### **Who is managing your data?**

Your data is managed by both Dr Aileen Alexander of This Doctor Lifts LTD, and Miss Brogan McPherson who is This Doctor Lifts' administrative assistant. This Doctor Lifts' accountant will also see names coming in on bank statements. When more staff are employed to work with clients of This Doctor Lifts you will be informed.

### **What does This Doctor Lifts LTD intend to do with your data?**

Your data (name, email address, telephone number and address) is used in order to communicate with you. This will be through organisation of consultations, preparation for consultations, formal check in replies and email queries.

Your data is also used to assess progress through completion of check in forms, weight measurement, body circumference measurements and photographs.

Your starting photographs are stored on the This Doctor Lifts LTD company Macbook and are password protected. The MacBook is kept within the This Doctor Lifts home office overnight. You do not need to have your face in these photographs. These will not be shared without consent.

Your client questionnaire and food diaries will be printed and analysed prior to your initial consultation. These are kept in your TDL file for future reference.

Your home address will only be used to send you client gifts or purchased goods (e.g. a TDL water bottle).

Your email address is added to our eNewsletter mailing list.

### **How will This Doctor Lifts LTD protect your data?**

All data is password protected. Our email server is Gmail, although this is not a secure email server, it is password protected. Your data is also stored in your personal Dropbox folder, this is password protected by two-step verification.

You also have a paper file at the registered company address containing your client questionnaire, terms and conditions and food preferences. This is stored in in the TDL office. A clean desk policy is used at all times and files will only ever be open when in use.

### **Why does This Doctor Lifts LTD need your data?**

We require your data to enable me to coach you as a client of This Doctor Lifts LTD.

### **How long will This Doctor Lifts LTD store your data?**

We will only retain your personal data for as long as necessary to fulfil the purposes for which it was collected. This is in case you elect to sign up as a client again to prevent you completing the same data gathering forms and to allow us to reflect on previous goals, obstacles and progress made. It also prevents me reiterating similar advice or sending similar education topics.

The retention period related to the amount, nature and sensitivity of the personal data. By law, basic information is

All paper data is disposed of in a confidential manner (shredded or burned), all electronic data would be deleted without trace.

**What are your rights to your data?**

You have to have your data deleted at any time. Please email us directly at [admin@thisdoctorlifts.com](mailto:admin@thisdoctorlifts.com) and we will process this manually.

You have a right to see exactly what data is held about you by anyone or any company and at any time. To request your data please contact us by email at [admin@thisdoctorlifts.com](mailto:admin@thisdoctorlifts.com) and we will arrange for this.

**Who else will get your data?**

Your data will not be shared with any third parties without your consent.

**What happens if there is a data breach?**

You will be formally informed of any data breach. The incident of any data breach will be shared with the Information Commissioners Office (ICO) without delay and, where feasible within 72hrs.