

## Privacy Policy for Tooting Clapham Clinics Ltd

### Introduction

Tooting Clapham Clinics Ltd is committed to protecting the privacy and confidentiality of our patients' personal and health information. This Privacy Policy outlines our practices concerning the collection, use, and disclosure of this information. By using our services, you consent to the terms described in this policy.

### Information We Collect

We collect and maintain personal and health information about our patients, which may include:

1. Patient names, addresses, and contact information.
2. Medical history, including diagnoses, treatments, medications, and test results.
3. Health insurance information.
4. Billing and payment information.
5. Communications with healthcare providers and staff.
6. Information obtained through our website or electronic health records (EHR) system.

### How We Use Your Information

We use patient information for the following purposes:

1. Providing medical treatment and care.
2. Billing and processing payments.
3. Appointment scheduling and reminders.
4. Communication regarding health-related matters.
5. Compliance with legal and regulatory requirements.
6. Improving the quality of care and services we provide.
7. Internal administrative purposes.

### Sharing Your Information

We may share patient information with the following entities:

1. Healthcare providers and staff within our clinic for treatment purposes.
2. Health insurance companies for claims processing.
3. Business associates who provide services on our behalf (e.g., EHR providers).
4. Government authorities when required by law (e.g., public health agencies).
5. As required for patient referrals to other healthcare providers.

### Security Measures

We take the security of patient information seriously. We have implemented safeguards to protect against unauthorized access, disclosure, or alteration. These measures include:

1. Access controls to limit access to patient information.



#### Tooting Branch



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2. Secure transmission of electronic data.
3. Regular audits and risk assessments.
4. Employee training on data security and privacy.
5. Compliance with applicable laws and regulations.

### Your Rights

Patients have the following rights regarding their personal and health information:

1. Access: You can request access to your health records.
2. Amendment: You can request corrections or updates to your health records.
3. Restriction: You can request restrictions on how your information is used or disclosed.
4. Confidential Communication: You can request confidential communication methods.
5. Complaints: You can file a complaint if you believe your privacy rights have been violated.

### Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. We will provide notice of any material changes.

### Contact Information

If you have any questions, concerns, or requests regarding this Privacy Policy, please contact us at:  
[ap@sw11medical.uk](mailto:ap@sw11medical.uk)



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