



Franks Footcare Data Protection information January 2023

The General Data Protection Regulation, known as the **GDPR**, represents a significant modernisation of data protection law and one that considers new developments in technology and the protection of personal data through the Information Commissioners Office (ICO)

Franks Footcare is registered with the Information Commissioners Office (**ICO**) as formal Data Protection Registration to help keep your data safe and secure.

GDPR means we need your approval regarding the collection, recording, storage, appropriate processing and disposal of personal information and photographic images. This covers all electronic information held by Franks Footcare.

What data will be collected and processed?

At the first visit to the clinic or as a home visit, you will be asked for basic demographic information such as name, address, DOB, and contact telephone numbers. You will also be asked for details regarding your medical history, including any medications. This enables us to understand better your overall health and how this may be reflected in the health and treatment of your feet.

This information will be stored electronically on a 'cloud-based' database called "Podware". It is stored on Microsoft's cloud (SQL-Azure), which uses world-class data security. There is a statement on the Podware website <https://podiatrysoftware.co.uk/gdpr-and-data-security>. This means the data is not stored directly on laptops and is held securely. The system is password protected.

Who will collect the data and be responsible for safe storage?

Kate Slater collects the data, the practitioner and Managing Director at Franks Footcare and is responsible for the safe storage of all data collected.

How will it be used?

This information is held only by Franks Footcare and will be accessed at your clinic visits or to pull up information such as contact details should we need to contact you in-between visits.

No information that Franks Footcare holds is shared with external companies except for relevant Healthcare Professionals directly related to your care. This will only be shared with your full knowledge and agreement. Any referrals will be shared with you.

How will it be stored, and how long will it be stored?

Treatment notes will be stored and maintained electronically on a database held remotely (cloud-based) and not directly on the laptop for eight years for an adult and until young people are 21 or 8 years after the last treatment. This is for medico-legal reasons.

How will it be destroyed?

Records will be deleted from the database.

Can I see my records?

All clients have the right to see their records if they wish and can apply to Franks Footcare in writing for access to the records.