

PRIVACY POLICY FOR NAVID JALLALI MD FRCS (PLAST)

OUR CONTACT DETAILS

Name: Mr Navid Jallali

Phone number: 0800 1930838

Email: enquire@navidjallali.com

THE TYPE OF PERSONAL INFORMATION WE COLLECT:

We currently collect and process the following information:

- Full name
- Date of birth
- Contact number
- Email address
- Home address
- GP name, address and contact number
- NHS number
- Passport number
- Current BMI
- Next of kin

HOW WE GET PERSONAL INFORMATION AND WHY WE COLLECT IT:

The personal information that we process is provided to us directly by you, for one of the following reasons:

- To contact you following an enquiry via our website.
- To book a virtual/face to face consultation.
- To make your clinic records identifiable.
- To complete a hospital booking form prior to surgery.

We use the information that you have provided us in order to:

- Contact you directly.
- Identify you in a clinic letter.
- Complete hospital bookings for consultations.
- Complete hospital booking forms for surgery.

We will share this information with the hospital that you are having your consultation or surgery at. All identifiable data is encrypted in order to safeguard your confidentiality.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- Your consent. You are able to remove your consent at any time. You can do this by emailing enquire@navidjallali.com.
- We have a medicolegal obligation.

HOW WE STORE YOUR PERSONAL INFORMATION:

Your information is securely stored on a password protected laptop and each individual file is password protected.

Due to medicolegal reasons, we will store your clinical records indefinitely.

YOUR DATA PROTECTION RIGHTS

Under data protection law, you have rights including:

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. Due to medical reasons, it may not be practical or possible to fully erase your medical records.

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. If you make a request, we have 1 month to respond to you.

Please contact us at enquire@navidjallali.com, if you wish to make a request.

HOW TO COMPLAIN

If you have any concerns about our use of your personal information, you can make a complaint to Mr Navid Jallali's PA at enquire@navidjallali.com.

You can also complain to the ICO if you are unhappy with how we have used your data:

The ICO'S address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: www.ico.org.uk