Privacy & Cookie Policy – Kann Foot Surgery Ltd (UK GDPR Compliant)

Last updated: 10 December 2025
This policy is reviewed annually.

1. Introduction

Kann Foot Surgery Ltd is committed to protecting your personal data. We never sell personal information and ensure all data is processed lawfully, fairly and securely in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

This Privacy & Cookie Policy explains:

- What personal data we collect
- How we use and store your information
- Your rights under UK GDPR
- How we use cookies and analytics on our website

If you have any questions, please contact us at **enquiries@kannfootsurgery.com**.

Kann Foot Surgery Ltd is the **data controller**, registered in England and Wales (Company No. **10314957**), with the registered office at:

Kann Foot Surgery Ltd
Co Strivex Ltd
Beacon House
Ibstone Road
Stokenchurch
High Wycombe
Buckinghamshire
HP14 3FE

2. When You Attend for Care

When you attend for consultation or treatment, we collect and process your personal and health information so that we can provide safe, effective clinical care.

Our Lawful Bases for Processing

1️⃣ **Contractual obligation** – We need your personal and medical information to assess and treat you.

2️⃣ **Legitimate interest** – To deliver safe, effective healthcare and manage your episode of care.
3️⃣ **Vital interests / Patient communication** – To contact you about appointments, test results or follow-up care.
4️⃣ **Consent** – For optional marketing or newsletters (you may withdraw consent at any time).

3. How Long We Keep Your Data

Data is retained according to UK healthcare retention standards:

- **Medical records**: 8 years after your last appointment (or until age 25 if treated as a child)
- **Financial and billing data**: 7 years
- **Marketing data**: Retained until you opt out

After these periods, you may request erasure where legally appropriate.

4. How We Store Your Data

Your personal data is stored securely using approved, GDPR-compliant systems:

- **Cliniko** – encrypted cloud-based clinical records used for appointments, notes and treatment history
- **Xero** – encrypted billing and invoicing
- **Medserv** – our external medical billing provider, who securely processes invoices, payments and financial information in accordance with UK GDPR and their own privacy policy
- **Email** – secure, password-protected accounts

Access to all systems is strictly limited to those involved in your care or essential administration.
All third-party providers, including Medserv, are contractually required to maintain confidentiality and GDPR-compliant safeguards.

Security information:

- Cliniko: https://www.cliniko.com/security
- Xero: https://www.xero.com/uk/security/
- Medserv: https://www.medserv.co.uk/privacy_policy

5. Data Sharing – Who Has Access

We will only share your personal data when necessary for your care or where required by law.

We may share data with:

- Clinical and administrative staff involved in your treatment
- Cliniko (practice management system)
- Xero (billing system)
- Diagnostic providers (e.g., X-ray, MRI, ultrasound)
- Your GP or referring clinician (with your consent)
- Your private medical insurer (where authorisation is in place)

Occasionally, trusted IT or administrative support providers may have supervised access under strict confidentiality agreements.

We never sell or trade your data.

6. Your Rights Under UK GDPR

You have the right to:

- **Access** – Request a copy of the personal data we hold
- **Rectification** – Correct inaccurate or incomplete information
- **Erasure** – Request deletion (subject to statutory retention requirements)
- **Restriction** – Limit how your data is used
- **Portability** – Request transfer of your data electronically
- **Objection** – Object to certain types of processing, including marketing
- **Withdraw consent** – At any time, where consent is the lawful basis

To exercise your rights, email **enquiries@kannfootsurgery.com**.

You may also contact the **Information Commissioner's Office (ICO)**:
🔗 https://ico.org.uk | ☎️ 0303 123 1113

7. Website Privacy – What We Collect

When you visit **www.kannfootsurgery.com**, we may collect:

- Information submitted via contact forms
- Website analytics data (pages viewed, time on site, clicks)

- IP address, browser type and device information
- Document download history

This helps us improve our website and respond to your enquiries effectively.

8. Cookies – How We Use Them

Cookies are small files that enhance your browsing experience.

Types of Cookies We Use

1. Essential Cookies (Strictly Necessary)
Required for basic website functionality and security.

2. Performance Cookies
Anonymous analytics used to understand how visitors use the site (e.g., Google Analytics).

3. Marketing & Third-Party Cookies
Used by embedded services such as maps, videos or social media integrations.

9. Managing Cookies

You can disable cookies at any time through your browser settings.
Please note that certain website features may not function correctly if cookies are disabled.

Opt-out of Google Analytics:
https://tools.google.com/dlpage/gaoptout

Further guidance:
https://www.aboutcookies.org
https://www.youronlinechoices.com/uk

10. Data Security & International Transfers

- Some data may be stored outside the UK in secure GDPR-compliant environments (e.g., via Standard Contractual Clauses).
- We use encryption, firewalls and strict access controls to protect your information.
- Please be aware that no transmission of data over the internet can be guaranteed 100% secure.

11. Contact Us

For any data-related enquiries, please contact:

enquiries@kannfootsurgery.com
Kann Foot Surgery Ltd, Co Strivex Ltd, Beacon House, Ibstone Road, Stokenchurch, High Wycombe, HP14 3FE

12. Acceptance of This Policy

By using our website and services, you agree to the terms of this Privacy & Cookie Policy. This policy will be reviewed annually and updated when necessary.