Privacy Notice

How we look after your personal information

Last reviewed: November 2026

At The Richards' Centre, we respect your privacy. This notice explains what personal information we collect, why we need it, how we protect it and the choices and rights you have. We handle personal information in accordance with UK data protection law, including the UK GDPR and Data Protection Act 2018, as amended.

1 Who we are

The Richards' Centre is operated as a partnership by Mr & Mrs Richards. The partnership is responsible for deciding how and why personal information is used (the "data controller").

The Annexe, 67 Three Bridges Road, Crawley, West Sussex RH10 1JJ | 01293 562601 | info@therichardscentre.co.uk

2 Information we collect

Depending on your enquiry or treatment, we may collect:

- Contact and identity details, including your name, date of birth, address, telephone number and email address.
- Relevant health information, medical history, assessments, treatment notes and information about your care.
- Appointment, correspondence, payment and invoicing details, and emergency or next-of-kin contact details where appropriate.
- Website information, such as technical and cookie data, where collected through our website.

Health information is particularly sensitive ("special category" data), so additional legal safeguards apply.

3 Why and how we use your information

We use information to respond to enquiries, arrange and manage appointments, provide safe treatment, maintain clinical records, communicate about your care, process payments, and meet legal and professional obligations. We may also use appropriate information to operate and improve the Centre.

Our legal bases under UK GDPR depend on the purpose and may include providing a service under a contract, meeting legal obligations, and our legitimate interests in running a safe and effective practice. For health information, we generally rely on the additional condition for providing health or social care, subject to professional confidentiality. We seek consent where it is legally required, including for certain marketing communications.

You can withdraw consent for marketing at any time by contacting us or using an unsubscribe option where supplied. Withdrawing marketing consent does not affect our obligation to retain necessary clinical records.

4 Sharing your information

We share only what is necessary and lawful. This may include treating practitioners and other healthcare professionals involved in your care, insurers where relevant, our appointment and secure record-system providers, payment processors, professional advisers and accountants, and regulators or public authorities where required. We use service providers under appropriate confidentiality and data-protection arrangements. We do not sell your personal information.

5 Keeping your information secure

We use reasonable technical and organisational safeguards to protect information against unauthorised access, loss or misuse. Our records may be held securely in electronic systems and, where needed, on paper. Where information is transferred internationally, we use an appropriate lawful basis and safeguards as required by UK data protection law.

6 How long we keep records

We keep information only for as long as needed for its purpose and any applicable legal or professional requirements. Clinical records are generally retained for at least eight years after the last consultation. For patients treated as children,

records are generally retained until at least their 25th birthday (or their 26th if treatment ended when they were 17), and longer where required. Other records, including enquiries that do not result in treatment, are kept only for an appropriate period under our retention arrangements.

7 Your data protection rights

Depending on the circumstances, you can ask to see your information, correct inaccuracies, have information deleted, restrict or object to certain uses, or receive information in a portable format. You also have rights concerning certain automated decisions. These rights are subject to legal exceptions; for example, we cannot normally delete clinical records that we are required to retain.

To make a request, contact the Centre using the details below. You do not need to use a special form. We normally respond within one month, subject to any permitted extension, and requests are normally free of charge. We may need to verify your identity.

8 Questions or complaints

If you have a question or concern about how your information is handled, please contact The Richards' Centre using the details below. We will acknowledge data protection complaints within 30 days and investigate without undue delay, keeping you informed of the outcome.

You also have the right to raise a concern with the Information Commissioner's Office (ICO): ico.org.uk | 0303 123 1113.

9 Updates to this notice

We review this notice when our practices or legal requirements change. The current version is available on our website: www.therichardscentre.co.uk.

Contact us The Richards' Centre | info@therichardscentre.co.uk | 01293 562601