

Medinotes Privacy Policy

Effective Date: January 2012

Last Updated: June 2025

Welcome to **medinotes.co.uk** ("Medinotes", "we", "our", or "us"). We are committed to protecting your privacy and ensuring that your personal data is handled safely and responsibly. This Privacy Policy explains how we collect, use, disclose, and protect personal information when you use our electronic patient record and stock management system ("Platform").

1. Who We Are

Medinotes is an electronic patient record and stock management system designed for clinics and sports teams to manage medical records securely. We are a UK-based provider and operate in compliance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

2. Information We Collect

We collect and process two types of information:

a. Personal Information

This includes:

- Names, addresses, email addresses, phone numbers
- User credentials (usernames, encrypted passwords, year of birth)
- Payment details (if applicable)
- IP addresses and device/browser information

b. Special Category Data

This refers to sensitive personal data, including:

- Medical history

- Injury and treatment records
- Clinical notes
- Rehabilitation plans

Such data is processed strictly in accordance with UK GDPR Article 9(2)(h) – processing for the purposes of health and social care.

3. How We Use Your Information

We use your information to:

- Provide and manage access to the Medinotes platform
- Store and process medical records securely
- Communicate with you about your account or system updates
- Improve our services and monitor system performance
- Comply with legal and regulatory obligations

4. Legal Basis for Processing

We process personal and special category data under the following lawful bases:

- **Consent** – where you have given clear consent
- **Contractual necessity** – where processing is necessary for the performance of a contract
- **Legal obligation** – where we are legally required to do so
- **Legitimate interests** – for internal administration and IT services
- **Healthcare provision** – for health care professionals processing data under their duty of care

5. Data Sharing and Disclosure

We **do not sell** or share your personal data for marketing purposes. We may share your information with:

- Authorised users
- Cloud storage and IT service providers (under strict contractual obligations)
- Legal or regulatory bodies if required by law

All third parties are vetted and bound by data protection agreements.

6. Data Security

We implement appropriate technical and organisational measures to protect your data, including:

- Encryption of medical data in transit and at rest
- Role-based access controls
- Regular audits and penetration testing
- Secure hosting in UK or GDPR-compliant data centres

7. Data Retention

We retain personal and medical data only for as long as necessary for the purpose it was collected, or as required by law. Upon expiry, data is securely deleted or anonymised.

8. Your Rights

Under the UK GDPR, you have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request deletion (right to be forgotten)
- Restrict or object to processing

- Data portability
- Lodge a complaint with the **Information Commissioner's Office (ICO)**

To exercise your rights, contact us at: team@medinotes.co.uk

9. Cookies and Tracking Technologies

We use cookies to:

- Keep users logged in
- Monitor site performance
- Improve user experience

You can manage your cookie preferences through your browser settings.

10. International Transfers

All data is stored and processed within the UK or other countries deemed adequate by the UK Government for data protection.

11. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated "Last Updated" date.

12. Contact Us

If you have any questions about this Privacy Policy or how we handle your data, contact:

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