

Privacy Notice

Ü Health and Wellness Limited

We understand how important it is to keep your personal information safe and secure and we take this very seriously.

We have taken steps to make sure your personal information is looked after in the best possible way and we review this regularly.

This Privacy Notice ('Notice') explains how we collect, use, store, and protect your personal information.

We are committed to protecting your privacy and complying with UK data protection law, including the UK General Data Protection Regulation.

1. WHO WE ARE

We, Ü Health and Wellness Limited, our registered office situated at 74 London Road, Sevenoaks, TN13 2DN, with company number 1366199, trading as 'The Ü Clinic', are responsible for the personal information collected during your care. We provide Private Medical, Surgical and Wellness services.

We, are a **Data Controller** of your information. This means we are responsible for collecting, storing and handling your personal and healthcare information when you register with us as a patient.

There may be times where we also process your information. That means we may use your information for a particular purpose and, therefore, on those occasions we may also be **Data Processors**. The purposes for which we use your information are set out in this Notice.

2. WHY WE ARE PROVIDING THIS PRIVACY NOTICE

We are required to provide you with this Notice by Law. It explains how we use the personal and healthcare information we collect, store and hold about you. If you are unclear about how we process or use your personal and healthcare information or you have any questions about this Notice, then please contact our Data Protection Officer (details set out in section 3).

The Law says:

- a. we must let you know why we collect personal and/or healthcare information about you;
- b. we must let you know how we use any personal and/or healthcare information we hold on you;
- c. we need to inform you in respect of what we do with your personal and/or healthcare information;
- d. we need to tell you about who we share your personal and/or healthcare information with and why; and,
- e. we need to let you know how long we can keep your personal and/or healthcare information for.

3. DATA PROTECTION OFFICER

Our Data Protection Officer is Dr Shivanthy Sivasothy and they can be contacted via email or telephone as follows info@theuclinic.com or 0203 026 9695. You can contact them if you:

- a. have any questions about how your information is being held;
- b. require access to your information or if you wish to make a change to your information;
- c. wish to make a complaint about anything to do with the personal and healthcare information we hold about you;
- d. have any other query relating to this Notice and your rights as a patient.

4. INFORMATION WE COLLECT FROM YOU

The information we collect from you will include:

- a. Your personal contact details (such as your name, address, telephone numbers (landline and mobile) and email address, including place of work and work contact details);
- b. Details and contact numbers of your next of kin;
- c. Your age range, gender, ethnicity;
- d. Your medical history;
- e. The reason for your visit;
- f. Details of your consultations with our consultants involved in your direct care.

5. HOW WE COLLECT YOUR INFORMATION

We collect information directly from you when you book an appointment, complete forms, attend consultations, or communicate with us. Information may also be obtained from your GP or other healthcare professionals (where relevant), with your consent.

6. HOW WE USE YOUR INFORMATION

Your personal information is used for the purpose of providing private medical, GP, ophthalmology, skin and aesthetic consultations/treatments as well as nutritional therapy and psychological therapy consultations/treatments, maintaining personal and/or medical records, processing payments, managing bookings, issuing prescriptions, and ensuring continuity of care. We may also use anonymised data for audit, quality improvement, and service evaluation purposes.

7. LAWFUL JUSTIFICATION FOR COLLECTING AND USING YOUR INFORMATION

In accordance with the retained EU Law version of the General Data Protection Regulation ((EU) 2016/679) ('UK GDPR'), the Data Protection Act 2018, and any other relevant legislation, regulation, code of practice or guidance, the Law says we need a lawful basis to handle your personal and healthcare information:

CONTRACT: Any contract we have with you for the provision of services;

CONSENT: We may rely on the fact that you give us consent to use your personal and medical information for the purposes of your care.

Please note, you have the right to withdraw consent at any time if you no longer wish to receive services from us;

NECESSARY CARE: Providing you with the appropriate care, where necessary. The Law refers to this as 'protecting your vital interests', where you may not be in a position to give consent;

LEGAL OBLIGATION: Sometimes the law obliges us to provide your information to an organisation (see section 9 below).

8. SPECIAL CATEGORIES

The Law states that personal information about your health falls into a special category of information because it is very sensitive. Reasons that may entitle us to use and process your information may be as follows:

CONSENT: When you have given us consent;

VITAL INTEREST: If you are incapable of giving consent, and we have to use your information to protect your vital interests;

DEFENDING A CLAIM: If we need your information to defend a legal claim against us by you, or by another party.

9. SHARING YOUR INFORMATION

We may share relevant information with your GP, pharmacies, laboratories, or other healthcare professionals involved in your care, but only with your consent or where required by Law. Where consultations take place at our partner clinics, minimal necessary information may be shared to ensure safe and compliant delivery of care.

10. WHERE AND HOW YOUR INFORMATION IS STORED

All patient records, including clinical notes and photographs, are securely stored within an electronic health record system, Ū Clinic devices and property.

11. HOW LONG WE KEEP YOUR INFORMATION

We will retain medical records for 10 years after your last appointment, or until the age of 25 for patients seen under the age of 18, in line with professional and legal requirements.

12. YOUR RIGHTS AS A PATIENT

The Law gives you certain rights to your personal and healthcare information that we hold, as set out below:

Access and Subject Access Requests

You have the right to see what information we hold about you and to request a copy of this information.

If you would like a copy of the information we hold about you, please email our Data Protection Officer. We will provide this information free of charge, however, we may in

some limited and exceptional circumstances have to make an administrative charge for any extra copies if the information requested is excessive, complex or repetitive.

We have one month from the date of a request to reply to you and give you the information that you require. We would ask, therefore, that any requests you make are in writing and it is made clear to us what and how much information you require.

Correction

We want to make sure that your personal information is accurate and up to date. You may ask us to correct any information you think is inaccurate. It is very important that you make sure you tell us if your contact details, including your mobile phone number, have changed.

Objection

We cannot share your information with anyone else for a purpose that is not directly related to your health, e.g. medical research, educational purposes, etc. We would ask you for your consent in order to do this, however, you have the right to request that your personal and healthcare information is not shared by us in this way.

Transfer

You have the right to request that your personal and/or healthcare information is transferred, in an electronic form (or other form), to another organisation, but we will require your clear consent to be able to do this.

13. COMPLAINTS

If you have a concern about the way we have used or handle your personal data or you have a complaint about what we are doing, then please contact our Data Protection Officer.

However, you have a right to raise any concern or complaint with the UK information regulator, at the Information Commissioner's Office: <https://ico.org.uk/>.

14. OUR WEBSITE

The only website this Notice applies to is our website - theuclinic.com

If you use a link to any other website from our website, then you will need to read their respective privacy notice. We take no responsibility (legal or otherwise) for the content of other websites.

15. COOKIES

Our website uses cookies. For more information on which cookies we use and how we use them, please see our Cookies Policy www.theuclinic.com/privacy-policy.

16. SECURITY

We take the security of your information very seriously and we do everything we can to ensure that your information is always protected and secure. We regularly update our processes and systems and we also ensure that our staff are properly trained. We also carry out assessments and audits of the information that we hold about you and make

sure that if we provide any other services, we carry out proper assessments and security reviews.

17. CONTACTING YOU

Because we are obliged to protect any confidential information we hold about you, and we take this very seriously, it is imperative that you let us know immediately if you change any of your contact details.

We may contact you using SMS texting to your mobile phone in the event that we need to notify you about appointments and other services that we provide to you involving your direct care, therefore you must ensure that we have up to date details. This is to ensure we are actually contacting you and not any other person.

18. CCTV AND OTHER RECORDINGS

We have an installed CCTV system in The Ü Clinic – Oxted and Sevenoaks for the safety of our patients and staff and, in particular, to record and evidence any serious incidents involving patients. We operate this system in accordance with the Law and the codes of practice issued by the Information Commissioners Office, as well as other regulatory bodies. Our CCTV is monitored on a daily basis and only authorised staff will have access to it.

We will keep CCTV recordings for 1 month and after this time will be destroyed.

Recordings will be stored locally on a hard drive.

Recordings will be viewed by authorized staff members only and will always be viewed in a secure environment.

If you believe your image has been captured on our CCTV, you have a right to request to see it. Please contact our Data Protection Officer, who will be able to assist with your enquiry.

We will always inform you if we record or monitor any telephone call you make to us.

Telephone recordings will be kept for 90 days and after this time will be destroyed.

Telephone recordings will be stored securely in CallSwitch Ones Google Cloud Services where they are encrypted.

Telephone recordings will be heard by authorised staff members only and will always be listened to in a secure environment.

19. WHERE TO FIND OUR PRIVACY NOTICE

You may find a copy of this Notice in our clinic's reception, on our website, or a copy may be provided upon request.

20. CHANGES TO OUR PRIVACY NOTICE

We regularly review and update this Notice. This Notice was last updated on 22.1.2026

