

1. Who we are

The Heart Clinic (Bedfordshire) Ltd, trading as **The Heart Clinic**, provides private cardiology diagnostic services.

Registered office: 128 City Road, London, United Kingdom, EC1V 2NX

Email: info@theheartclinicltd.co.uk

For data protection purposes, we are the “data controller” of your personal information.

2. What information we collect

We may collect the following information:

- Personal details (name, date of birth, address, contact information)
- Medical history and referral information
- Diagnostic test results (ECG, ABPM, Holter, echocardiograms)
- GP or referring clinician details
- Payment and invoicing information (if applicable)

3. How we collect your data

- Directly from you (via forms, consultations, home visits, phone/email bookings)
- From your GP or referring healthcare provider
- From tests and examinations carried out by The Heart Clinic

4. Why we process your data (our legal basis)

We process your personal and health information because:

- You have given us consent to provide diagnostic testing
- It is necessary for the provision of healthcare (special category data)
- We have a legal obligation to keep accurate health records
- We have a legitimate interest in running an efficient healthcare service

5. How we use your information

We use your data to:

- Arrange and deliver diagnostic tests
- Produce and send reports to your referring GP or clinician
- Communicate with you about appointments, results, and billing
- Meet legal, regulatory, and insurance requirements

6. Who we share your data with

- Your GP or referring healthcare provider
- Regulatory bodies (if required by law, e.g. CQC, safeguarding)
- Insurers or legal teams (only where necessary)

We never sell or share your personal information with third parties for marketing purposes.

7. How long we keep your information

We keep health records in line with NHS guidance and professional standards — typically **7-10 years** from the date of the last entry, or longer if required by law.

8. How we protect your information

- Data is stored securely using encrypted systems
- Access is limited to authorised personnel only
- Any paper records are kept securely and disposed of confidentially

9. Your rights

You have the right to:

- Access your records
- Request corrections to inaccurate data
- Request deletion of data (where legally possible)
- Restrict or object to certain processing
- Request transfer of your data to another provider
- Lodge a complaint with the Information Commissioner's Office (ICO): www.ico.org.uk

10. Cookies and website use

If you use our website, we may collect limited technical data (such as cookies and analytics). You will be informed and given a choice when visiting our site.

11. Contact us

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

The Heart Clinic (Bedfordshire) Ltd
Email: info@theheartclinicltd.co.uk