



KCC Ltd Privacy Policy

At Kiki's Children's Clinic Ltd (KCC), we are committed to safeguarding the privacy of the information provided by our clients. This Privacy Policy outlines how we collect, store, and use personal information, and explains your rights under data protection laws.

1. Who We Are

1.1 Kiki's Children's Clinic Ltd (KCC) is a private paediatric therapy practice registered with Companies House (No. 8726418). Established in 1996, we provide private paediatric physiotherapy, occupational therapy, and speech and language therapy to babies, children, and adolescents at our clinic, homes, nurseries, and schools.

1.2 Our Director: Kiki von Eisenhart-Goodwin, Paediatric Physiotherapist, is registered with the Health and Care Professions Council (HCPC), as are all our therapists.

1.3 Website: Our official website is www.kikisclinic.com.

1.4 Commitment to Privacy: KCC is committed to protecting your privacy and ensuring that your personal information is handled with care.

2. Collection of Personal Information

2.1 Types of Information Collected

We may collect personal information about your child through direct communication with parents or carers. This may include:

- Contact details (e.g., names, addresses, phone numbers)
- Medical or developmental history
- Information shared with your consent from other professionals working with your child (e.g., teachers, doctors, or NHS professionals).

2.2 Website Enquiries

You may use our website without providing personal information. However, if you wish to make an enquiry, we will collect details such as your name, email address, and telephone number to respond to your request.



2.3 Comments and Queries

Any comments or queries you submit via the website may contain personal information. This information will only be retained if it leads to further treatment or service provision.

2.4 Data Deletion

If no treatment has been carried out and you wish for client records to be deleted, please inform us.

2.5 External Links

Our website may contain links to third-party websites. Please note, these sites are not covered by this Privacy Policy, and we are not responsible for any data you provide to them.

3. How We Use Personal Information

3.1 Purpose of Data Usage

Personal information collected by us is used for:

- Providing therapy services tailored to your child's needs.
- Communicating with you regarding appointments, reports, and invoices.
- Communicating with other professionals involved in your child's care (with your consent).
- Clinical audits to improve our service, ensuring client identities are anonymized in audit reports.
- Administrative tasks such as maintaining client records and processing payments.

3.2 Confidentiality

Sensitive personal details are stored securely and processed confidentially. Only authorized KCC therapists will have access to this information, and it will only be used for providing therapy services.

3.3 Sharing Information

With your consent, your child's information may be shared with other professionals involved in their care, where necessary and in their best interest.

3.4 Non-Disclosure

We will not disclose your personal information to any third parties unless required by law or with your prior consent.



4. Storage and Security of Personal Information

4.1 Data Security

All personal information is stored securely in electronic and physical records. We use a secure, cloud-based system called *SharePoint*, compliant with General Data Protection Regulations (GDPR), to store and manage records.

4.2 Access Control

Access to stored data is restricted to authorized KCC staff members. Paper records are securely stored and managed in compliance with Data Protection Regulations.

4.3 Digital Storage and Protection

Confidential documents, such as therapy reports and programs, are stored on secure, password-protected systems. Photos and videos may be taken with parental consent and stored securely.

4.4 Retention of Records

Client records are retained for a minimum of 8 years for discharged clients, and until the child reaches the age of 25 for ongoing therapy. After this period, all records are securely destroyed.

5. Meeting Our Professional Obligations

5.1 HCPC Registration

As regulated health professionals, all KCC therapists are registered with the Health and Care Professions Council (HCPC), adhering to strict standards of conduct, performance, and ethics, including confidentiality and data security.

5.2 Standards of Practice

We follow HCPC's guidelines on confidentiality and record-keeping, ensuring personal data is securely stored, accurate, and only shared when necessary for treatment.

6. UK Data Protection Law and GDPR

6.1 Data Protection Regulations

We are committed to complying with UK Data Protection Law and the EU General Data Protection Regulation (GDPR). This includes giving clients certain rights regarding the information we hold about them.

6.2 Registration with ICO

Kiki von Eisenhart-Goodwin is registered with the Information Commissioner's Office (ICO) as a Data Controller. For more information, visit www.ico.org.uk/ESDWebPages/Entry/Z7046100



7. Our Lawful Basis for Processing Personal Information

7.1 Legitimate Interest

Our lawful basis for processing your child's personal information is 'legitimate interest' (under Article 6 of GDPR). This is because we cannot adequately provide therapy services without processing this data.

7.2 Special Category Data

As health professionals, we process health-related data under the lawful basis of professional secrecy, as required by GDPR. This means we are legally bound to maintain the confidentiality of your child's health information.

8. Our Responsibilities

8.1 Confidentiality and Security

We are committed to maintaining the confidentiality and security of your child's records. We regularly audit our security practices to ensure that information is kept safe.

8.2 Third-Party Disclosure

We will not disclose your personal information to third parties without your consent, unless legally required.

8.3 Ongoing Compliance

We continually review our data protection practices to ensure compliance with current regulations.

9. Your Rights

Under data protection laws, you have several rights regarding your personal information, including:

9.1 Right of Access: You can request a copy of the personal data we hold about your child.

9.2 Right to Rectification: If you believe the data we hold is incorrect, you can request it be amended.



10. How to Access Your Child's Records

10.1 Request Process

To access the information we hold about your child, please send a written request to:

Subject Access Requests

Kiki's Children's Clinic Ltd
124 Thurleigh Road,
London SW12 8TU, UK

10.2 Response Time

We will provide a copy of the requested records free of charge within 30 days of receiving your request and all necessary information.

For further enquiries, please contact:

Email: office.admin@kikisclinic.com

Phone: 020 7450 1708

11. Additional Information

For more information about your rights under data protection laws, please visit the Information Commissioner's Office (ICO) website or contact us for assistance.

Thank you for trusting KCC with your child's care. We take data privacy seriously and are dedicated to keeping your personal information safe.

Thank you very much

Mrs C (Kiki) von Eisenhart-Goodwin
Clinic Director
Private Chartered Paediatric Physiotherapist