



Privacy Policy

Effective Date: 10 August 2025

1. Introduction

Bristol Ear Health Ltd (“we”, “us”, or “our”) is committed to protecting and respecting your privacy in line with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This Privacy Policy explains how we collect, use, store, and share your personal data when you:

- Visit our website www.bristolearhealth.co.uk
- Book or enquire about our services
- Use our clinic in person or via remote services

By using our website or services, you confirm that you have read and understood this Privacy Policy.

2. Information We Collect

2.1 Personal Data You Provide

We may collect the following when you contact us, book services, or fill out forms:

- Full name
- Date of birth

- Email address
- Telephone number (home or mobile)
- Home address
- Details of friends/family if booking on their behalf (with their consent)
- Health information related to ear conditions and relevant medications
- Any other information you voluntarily provide

If you provide details for another person, you must have their consent to share this information.

2.2 Health Data

For some services, you will be asked to complete a consent form providing details about your ear health and any medications. This helps us determine if treatment is suitable. If you choose not to provide this, we may not be able to proceed with treatment.

2.3 Website Data (Automatically Collected)

When you visit our website, we may collect:

- IP address

- Browser type and version
- Operating system
- Pages visited and time spent

- Referring website
- Date and time of visit

This information is collected through our Webflow website platform and tools such as Google Analytics.

3. Why We Collect Your Information

We use your information to:

1. Provide, manage, and improve our services.
2. Respond to your enquiries.
3. Book and manage your appointments.
4. Send you marketing communications (only with your consent).
5. Personalise your website experience.
6. Analyse website usage to improve services.
7. Comply with legal obligations.

4. How We Store Your Information

4.1 Webflow

Our website is hosted on Webflow, which securely stores non-sensitive website interaction data on its servers. If you would like to find out more about how they process data, please visit their website here; <https://webflow.com/?r=0>

4.2 Cliniko

We use Cliniko (www.cliniko.com) as our clinic management software to securely store and manage:

- Personal information (name, date of birth, contact details, address)
- Health data provided via consent forms
- Treatment history and clinical notes

Data Protection Measures in Cliniko:

- Fully compliant with UK GDPR and Data Protection Act 2018
- Encrypted data storage and secure servers
- ISO 27001 certified hosting
- Access restricted to authorised Bristol Ear Health Ltd staff under strict confidentiality agreements

Cliniko stores data on secure servers with daily backups and multi-layer security. Your data is never sold or shared with third parties outside of those required to operate the platform. If you would like to find out more about

how Cliniko manages data, please visit their website here; <https://www.cliniko.com>

5. Data Retention

We only keep your data for as long as necessary to fulfil the purposes described in this policy or as required by law. You can request deletion of your data at any time by emailing info@bristolarhealth.co.uk.

6. Sharing Your Data

We do not sell or share your data with third parties, except:

- Webflow (website hosting)
- Cliniko (clinic management software)

7. Your Rights (Under UK GDPR)

You have the right to:

1. Access your personal data.
2. Correct inaccurate or incomplete data.
3. Request deletion (“right to be forgotten”).
4. Restrict processing.
5. Object to processing.
6. Request a copy of your data in a portable format.

To exercise your rights, contact us at info@bristolearhealth.co.uk.

8. Data Security

We take appropriate measures to protect your data, including:

- Secure servers and encryption
- Firewalls and access controls
- Confidentiality agreements for all staff

While we work to protect your information, no method of online transmission is 100% secure

9. Changes to This Policy

We may update this Privacy Policy periodically. Any changes will be posted on our website, and for significant changes, we may contact you directly

10. Contact Us

Bristol Ear Health Ltd

Company Number: 13492892

Email: info@bristolearhealth.co.uk

Telephone: 0117 990 2796

Website: www.bristolearhealth.co.uk