

Privacy Policy

1. Who We Are

Popelyuk Adult Psychiatry (DPClinic Ltd) provides psychiatric and psychological services. We act as the Data Controller for personal data you provide to us.

2. What Information We Collect

We collect and process: Personal details (name, date of birth, contact information); Health information (medical history, clinical notes, prescriptions); Payment details (processed securely by Stripe via Semble Pay); Communication records (emails, letters, consultation transcripts). We do not collect personal data through our website and do not use cookies or analytics tools.

3. How We Use Your Information

Your data is used for providing clinical care, managing appointments, preparing letters and reports, transcribing consultations, and processing payments. We only process your data where necessary for healthcare services, legal obligations, or with your consent.

4. Legal Basis for Processing

Processing of health data is carried out under Article 9(2)(h) of UK GDPR and the Data Protection Act 2018, which permits processing for medical diagnosis, provision of health or social care, and treatment. We also process data to comply with legal obligations and for reasons of public interest in the area of public health.

5. Where Your Data Is Stored

We use secure, GDPR-compliant platforms: Office 365 (email and temporary document storage), Semble (patient management and clinical records), TPro (letters), Heidi Health (transcriptions), Stripe via Semble Pay (payments). All data is encrypted in transit and at rest. Data may be stored in the UK/EU and, where processed outside, appropriate safeguards such as Standard Contractual Clauses (SCCs) are in place.

6. Third-Party Processors

We work with trusted providers who act as Data Processors: Microsoft, Semble, TPro, Heidi Health, Stripe. These providers comply with GDPR and maintain industry-standard security measures. Stripe is PCI-DSS compliant for payment security.

7. Data Retention

We retain your data only as long as necessary for clinical, legal, and regulatory purposes. Medical records are typically retained for 8 years after the last treatment, or longer where required by law. When no longer required, data is securely deleted.

8. Your Rights

Under UK GDPR, you have rights to access, correct, erase, restrict, object, request portability, and withdraw consent. However, certain rights are subject to exemptions for medical data: Access may be restricted if disclosure would cause serious harm to you or another person; Erasure does not apply where data is necessary for healthcare provision or legal obligations; Objecting or restricting processing may be limited if processing is essential for medical diagnosis or care; Data portability is often limited for health records. These exemptions exist to ensure continuity of care and compliance with legal duties. Contact our Data Protection Officer at t.jones@popelyuk.com for more information.

9. Security

We implement technical and organisational measures to protect your data against unauthorised access, alteration, disclosure, or destruction. All our systems use two-factor authentication for enhanced security. Email transmission cannot be guaranteed as fully secure.

10. Sharing Information

We do not sell, rent, or lease your personal data. We may share data only with your consent, where required by law, or with third-party processors for service delivery.

11. Contact and Complaints

If you have questions or concerns, contact: Data Protection Officer, Email: t.jones@popelyuk.com. You can also contact the Information Commissioner's Office at www.ico.org.uk.

12. Updates

We may update this policy to reflect changes in law or our practices. Please review periodically.