

Miss Maleeha Mughal privacy notice for patient care

This privacy notice tells you what to expect us to do with your personal information when you contact us, visit our website at maleehamughal.com or use our services. Please read this Privacy Policy carefully and ensure you understand it before accepting the terms at the time you submit your information.

Our contact details

Name: Miss Maleeha Mughal

Address: Westminster Bridge Consulting Rooms, Westminster Bridge Rd, Lambeth, London, SE1 7EH

General phone number: 0203 0514 006

General inquiries email address: info@maleehamughal.com

Website: maleehamughal.com

Carmen Ballard, Medical Secretary: 07718 840 581

We are the controller for your information. A controller decides on why and how information is used and shared.

Carebit is our data processor. We use Carebit to securely manage your information. You can read more about how Carebit protects your data on their website

<https://www.carebit.co/privacy-policy#gdpr>

How do we get information and why do we have it?

The personal information we collect is provided directly from you for one of the following reasons:

- You have completed a contact form or booking form online
- You have provided information over the phone to make an enquiry or an appointment
- You have provided information to Miss Maleeha Mughal to seek care – this is used directly for your care, to follow up with information to help you (marketing) and also to manage the services we provide, to clinically audit our services, investigate complaints, or to be used as evidence as part of an investigation into care
- You have signed up to our newsletter/patient participation group
- If you have made a complaint
- Through cookies and website analytics tools - and you can manage cookies in your browser settings.

We may receive personal information about you indirectly from others, in the following scenarios:

- from other health and care organisations involved in your care so that we can provide you with care
- from family members or carers to support your care

What information do we collect?

Identity and contact information:

- Name, Email address, Phone number, Address including postcode, Sex, Date of Birth
- Sensitive data for example ethnic origin or religion only if relevant to your health and care

Health information:

- Medical history, consultation summary, medical test results including genetic testing where relevant to your care
- Medical insurance, NHS number
- Photographic evidence pre and post operatively

Technical data (anonymous)

- IP address, browser type, device information, website usage analytics

Who do we share information with?

We may share information with the following types of organisations:

- Third party data processors (such as IT systems suppliers)
- Hospitals where we see and treat patients or partner healthcare professionals who will be involved in your care
- Insurance companies providing your cover

In some circumstances we are legally obliged to share information. For example if a court orders us to do so.

We may also process your information in order to de-identify it, so that it can be used for purposes beyond your individual care whilst maintaining your confidentiality. These purposes will include to comply with the law and for public interest reasons.

Is information transferred outside the UK?

Our data is hosted in encrypted form on UK servers.

If you are patient from outside the UK your data may be transferred overseas if requested by you or your family.

What is our lawful basis for using information?

Personal and sensitive information

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for using personal information, including sensitive information is:

1. We have your consent - this must be freely given, specific, informed and unambiguous.
2. We have a legitimate interest - for example, making attempts to resolve an outstanding debt
3. To provide and manage health or social care (with a basis in law).

Common law duty of confidentiality

In our use of health and care information, we satisfy the common law duty of confidentiality because you have provided us with your consent (we have taken it as implied to provide you with care, or you have given it explicitly for other uses).

How do we store your personal information?

Your information is securely stored for the time periods specified in the [Records Management Code of Practice](#). We will then dispose of the information as recommended by the Records Management Code.

What are your data protection rights?

Under data protection law, you have rights including:

1. Your right of access - You have the right to ask us for copies of your personal information (known as a [subject access request](#)).
2. Your right to rectification - You have the right to ask us to [rectify personal information](#) you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
3. Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
4. Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
5. Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

6. Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at info@maleehamughal.com or on 07718 840 581 if you wish to make a request.

How do I complain?

If you have any concerns about our use of your personal information, you can make a complaint to us at info@maleehamughal.com or on 07718 840 581.

Following this, if you are still unhappy with how we have used your data, you can then complain to the ICO.

The ICO's address is: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Date of last review - May 2026 (next review in May 2027)

Miss Maleeha Mughal
Consultant Plastic & Reconstructive Surgeon
FRCS Plast