

Privacy Policy

Mr Alpesh Kothari is registered under the Data Protection Act 1998 and is regulated by the General Data Protection Regulation (GDPR) EU 2016/679. He is the Data Controller for AK Healthcare Limited. The confidentiality of your personal data is important to Mr Alpesh Kothari, and its protection is enshrined in the above laws. To this end, Mr Alpesh Kothari fully complies with data protection legislation and medical confidentiality guidelines.

You can contact Mr Alpesh Kothari on 020 7801 0435 or by e-mail at secretary.mralpeshkothari@outlook.com

Your Personal Data

Personal data is any information that allows a living individual to be identified either by itself or when combined with other information held by the data controller. Mr Alpesh Kothari is the data controller for his private practice, AK Healthcare Limited. The NHS and private healthcare providers (such as HCA UK) are also data controllers. For more information and definitions please contact the Information Commissioner's Office (ico.org.uk).

Your child's personal data is your responsibility under the above regulations. Where we (AK Healthcare Limited) refer to your personal data in this information document, we are including your child's personal data.

Your personal data will be processed (and shared) only for the following reasons:

- To provide healthcare and healthcare advice.
- For coding, invoicing and taking payments.
- For audit and research.

All of the above are subject in addition to other regulations to protect patients and consumers.

The lawful bases under GDPR for processing your personal data are the following. At least one must apply:

(a) Consent: the individual has given clear consent for us to process their personal data for a specific purpose.

(b) Contract: the processing is necessary for a contract we have with you, or because you have asked us to take specific steps before entering into a contract.

(c) Legal obligation: the processing is necessary for us to comply with the law (not including contractual obligations).

- (d) Vital interests:** the processing is necessary to protect someone's life.
- (e) Public task:** the processing is necessary for us to perform a task in the public interest or for our official functions, and the task or function has a clear basis in law.
- (f) Legitimate interests:** the processing is necessary for our legitimate interests or the legitimate interests of a third party unless there is a good reason to protect your personal data which overrides those legitimate interests.

Collecting your personal data

Information submitted through this website or by e-mail is normally unprotected until it reaches us (AK Healthcare Limited). We will not send you an e-mail unless you have indicated verbally or in writing that you give consent for your e-mail address to be used by us. We will not include your personal data when we contact you by e-mail unless you have given your consent for us to do so. We will use encryption when we do, unless you ask us not to.

Mr Alpesh Kothari will also collect personal data during the consultation with you in the clinic. Personal data includes the opinion that he and other healthcare providers form about your child and his/her condition.

The data collected will be the minimum needed to provide the healthcare and the opinion that you seek for your child. What is and isn't needed could be debated, but the purpose is to have as clear a picture as possible.

We are obliged under the regulations to ensure that the personal data we hold is accurate. So please let us know if you find anything that is not. We also have to keep it up to date, so please let us know if anything changes.

We are obliged to respond if you ask for the data we hold to be corrected or if you only want it used in certain ways.

We are obliged to respond within a month to any such requests we receive from you.

Sharing and processing your personal data

It may be necessary for Mr Alpesh Kothari to contact other healthcare providers about you and your child for the purposes of providing medical care and/or advice. We will use encrypted e-mails for this purpose.

Sometimes it is helpful to discuss your child at a meeting. These meetings are for doctors and other healthcare providers, who are also governed by medical confidentiality and data protection enshrined in law and the codes of conduct of professional bodies.

AK Healthcare Ltd will retain data about you which we obtain as a result of you visiting this website. We will use that information only for medical and billing purposes.

When you send an email or complete an enquiry form, Mr Alpesh Kothari will not share your email address or private information with anyone else, with the exception of necessary clinicians (who provide the services about which you are enquiring), medical administration staff and IT technicians who all follow strict confidentiality rules.

Sometimes we will receive your personal data from another healthcare provider or their agent. If so, we will ask you whether you consent to the use of this data as above.

Sometimes we will share your personal data with your embassy if your embassy is acting as the agent for your healthcare provision. Embassies and countries outside the EEC are not regulated by GDPR.

Personal data is used for billing purposes and for health insurance claims. It will therefore be shared with your health insurance provider. Only the minimum information required will be shared.

You can ask for your data not to be processed or shared in certain ways. We have to respond within a month if we receive this request from you.

Keeping your personal data

Medical records are part of your personal data. They can be stored indefinitely. For children, they are often stored from birth to adulthood. You have the right to ask for your personal data and/or your child's personal data to be destroyed at any time. However, we also have the right to object to this for medical and/or medico-legal reasons. Your child will also have a right to object.

You have a right to see copies of the personal data we hold about you and your child.

We must respond within a month to any such request from you

Consent

We must obtain your consent before we can process your personal data. This usually means verbal consent at first, followed by written consent by e-mail.

As indicated above, it is not necessary to obtain your consent to process personal data under certain circumstances. This includes emergency situations and the safeguarding of children and vulnerable adults.

This Privacy Information is part of the consent process. We have to provide it to you at the time of collecting your personal data directly from you, or as soon as possible (no more than a month later) if we receive your personal data from somewhere else. We also have to provide you with this Privacy Information at the time of communicating your personal data to someone else if you have not already received it.

Website content management and responsibility

AK Healthcare Limited, and the hosts of this website (Hostinger), accept no responsibility for, and exclude all liability in connection with browsing this website, use of information on this website and downloading any material from it, including, but not limited to, any liability for errors, inaccuracies, omissions or misleading or defamatory statements.

Downloads

Although every reasonable effort is made to ensure that files are free of defects and viruses, there are no guarantees that they are free from defects or computer viruses. Therefore, no warranty or guarantee is given by London Children's Orthopaedics, regarding files downloaded or accessed through its website or through a link accessed via its website.

Use of website content

This Website is intended to enable information relevant to the work of AK Healthcare Limited, to be freely available on the World Wide Web. Whilst we hope you find this website interesting and informative, the contents are for general information only. We believe the contents to be true and accurate as at the date of writing, but can give no assurances or warranties regarding the accuracy, currency or applicability of any of this website's contents. As such, the contents of this website should not be relied upon. In addition, none of the content of this website will form any contract between AK Healthcare Limited and any user of the website, nor constitute any offer by AK Healthcare Limited. The use of and access to pages of this website is subject to the foregoing disclaimer, and terms and conditions set out below. By using or accessing this Website, you agree to be bound by these terms and conditions.

AK Healthcare Limited shall not be liable for any loss or damage howsoever arising in connection with the content of the website. AK Healthcare Limited does not guarantee that the website will be error-free, omission-free, uninterrupted or without delay.

Security

We rely on Hostinger UK (our website host) to make all reasonable attempts to exclude viruses from the website, but we cannot guarantee that the website will be virus free and accept no liability in the unlikely event that the website is not virus free.

Users are recommended to take appropriate safeguards before downloading information from this website.

Access to information

AK Healthcare Limited will not share your personal data with anyone except for the purposes of providing medical care and for obtaining payment for providing medical care.

Unless otherwise specified, the materials on this website are directed solely at those who access this website from the United Kingdom mainland. Those who choose to access this website from other locations are responsible for compliance with local laws if and to the extent local laws are applicable.

Website availability

Although the Website has been tested and should work correctly under normal circumstances, there are many factors both within and outside of the control of AK Healthcare Limited, which may prevent the website from being available. No responsibility is accepted for any losses howsoever caused that may arise from an inability to access or to access resources through its Website. If you find any errors within this website, including links that do not work, pages linked to the wrong document and out of date information, please e-mail secretary.mralpeshkothari@outlook.com