**CLINIC NAME**

## CLINIC HANDBOOK

DATE

The Clinic Handbook 2025

Welcome to the clinic.

Everyone working at the clinic, whether employed or self-employed, is a member of the team and has an important role to play. Good standards of conduct and work performance are essential in maintaining a successful clinic and helping us all to achieve our business goals.

We want the clinic to be a centre of excellence and for you to be a successful member of the team within the clinic itself. That depends on all of us playing our part, applying the principles of loyalty, honesty, commitment and taking responsibility.

This handbook explains the policies, rules and conditions that are expected of all staff working at the clinic and helps us to meet our legal obligations to you and to those visiting the Clinic.

We have a separate handbook (the Employees’ Handbook) which is specifically directed at staff who are on our payroll. If that’s you, then you should also read that document.

There is a degree of overlap between these 2 documents, but the intent should be clear. If not, please talk to the Principal or Practice Manager.

We also have separate policies on Anti-Harassment and EDI (Equity, Diversity and Inclusion). These are legal obligations and you must be familiar with them.

There is a lot that we are required to cover, and some of it sounds very formal, but it has to be done that way. It is not meant to be intimidating, but please remember that any breaches of the rules set out here could lead to disciplinary action.

Unless expressly stated otherwise, the terms of this handbook are not intended to create nor are they likely to be construed to constitute a contract, expressed or implied, between the clinic and any of its staff.

We have tried to ensure that our 2 handbooks, together with the 2 policy documents, contain all the information you need. If there are any areas which need further explanation please discuss this with the clinic Principal or Practice Manager.

This handbook supersedes any previously issued booklets.

The clinic may issue additional policies as needed from time to time.

Signature: Date:

Name (Clinic Principal)

Table of Contents

Induction 1

Confidentiality 1

Clinic property 2

Personal appearance 2

Personal Property 2

Your Job 2

Place of Work 2

Payments 2

Hours of work 3

Procedure for Out-Of-Hours Work 3

Timekeeping 3

Holidays 3

Private Holidays 3

Public Holidays. 3

Absences 3

Smoking (Including Vaping etc) 4

Mobile phones 4

Personnel Records 4

Alcohol and Drugs 5

Health and Safety 5

Hazards and Safety Risks 6

Fire Safety 7

First Aid 7

Accidents at work 7

Lone Workers 8

Equal Opportunities 8

Anti-Harassment 8

Internet, Email and Computer Policy 8

Security 8

Protocol 9

Personal Use of Clinic Systems 11

Monitoring 12

Software 12

Hardware 12

Mobile Storage Devices 13

Social Networking sites 13

Employer’s facilities 14

Data Protection 14

Terminology 14

Processing 14

Personal data 15

Special Category Data 15

Processing of data 16

Sharing Personal Data 18

Your Responsibilities 18

Data Breaches 19

Subject Access Requests 19

Data Subject Rights 19

Whistleblowing 20

Grievance Procedure 21

Stage 1 22

Stage 2 22

# Induction

Our aim is to support and develop employees in their role so that they feel confident to undertake the responsibilities placed upon them and ultimately are able to contribute to the success of the organisation. An effective induction programme will help you to settle in quickly and to become a successful member of the team.

Induction will be spread over your first few months in post, and is generally planned on a first day, first week and first month basis. The content and duration of the induction programme will be dependent on the scope and complexity of your job, and the Principal or Practice Manager will outline this in detail to you on your first day with us.

The Principal, the Practice Manager or one of the other team members will be responsible during your first day for covered such essentials as:

* The layout of the Clinic.
* The location of toilets.
* Arrangements for taking breaks.
* Introducing you to work colleagues and others in the clinic with whom you will have regular contact.
* Explaining the first aid and fire arrangements.
* The clinic software system, especially note-taking, bookings and payments
* Explaining your role in the clinic (if necessary)

# Confidentiality

Given the nature of the work you are likely to obtain knowledge of confidential information of the clinic. Such confidential information may include, but is not limited to, information in any form relating to the business, clients, customers, members, products, affairs and finances of the clinic and trade secrets including, without limitation, technical data and know-how relating to the business of the clinic or any of its suppliers, clients, members, customers, agents, distributors, shareholders or management.

You may not, except in the proper course of your duties, either during or after your period of work in the clinic divulge to any person any information concerning the business of the Clinic, its customers or suppliers. Medical data is “sensitive personal data” as defined in the Data Protection legislation and is subject to tight controls with regard to confidentiality. Any misuse of such data or disclosure when not authorised falls into the category of gross misconduct.

# Clinic property

No propertybelonging to the clinic should be removed from the Clinic’s premises, without express permission from the management. Any such items which have been temporarily removed shall be returned on termination of employment.

# Personal appearance

The clinic requires all staff to be clean, well-presented and smartly dressed. Jeans and training shoes are not permitted, nor are clothes that reveal underwear or which are frayed or torn (even if this is by design!).

# Personal Property

Your personal property, including cars, money and other valuables, is on clinic property entirely at your own risk. The clinic will not accept responsibility for loss or damage of such property.

# Your Job

The Principal or Practice Manager will explain your responsibilities and the work you will be required to perform.

Your job description, which was provided with your contract of employment, will outline the principal requirements of your job and the main responsibilities.

In any organisation there is always a process of change as the clinic continues to develop. The clinic expects all staff to be flexible in adapting tochange.If you believe that your job has changed significantly you should discuss this with the Principal or Practice Manager at the earliest opportunity. Your job description is not a term of your contract and may be amended from time to time.

There may be occasions when you will be asked to undertake additional/alternative duties within the Clinic. All employed staff are expected to undertake such duties which are within their competence. Self-employed staff are at liberty to decline.

# Place of Work

Your place of work will be stated in your contract of employment.

The clinic reserves the right to vary your place of work from time to time, as may be necessary for the efficient running of the practice.

# Payments

If you are employed, then the timing and mechanism of salary payments are detailed in your contract of employment.

Similarly, if you are self-employed, the mechanism for recovering room-rent or other charges from you and the method by which patient fees are handled are stipulated in your contract

# Hours of work

Details of your specific arrangements will be stated in your contract.

Procedure for Out-Of-Hours Work

Practitioners wishing to extend their working hours in the clinic, or to work outside the clinic’s normal opening hours, must get approval from the Principal or Practice Manager.

The normal arrangements for room rental and fee handling will pertain, unless additional costs are incurred by the clinic as a result the arrangement. Any amendments to room rental charges of fee handling procedures will be notified to you in advance and agree in writing.

Timekeeping

The clinic regards punctuality as an important matter in the interests of efficiency and delivery of good patient care.

# Holidays

Private Holidays

We ask you to consider the needs of both the business and patients when arranging your holidays, by giving as much notice as possible, and by understanding when we need to cover peak periods of operation. We also ask you to work with other members of the team to make sure that holidays are allocated fairly.

Public Holidays.

The clinic is normally closed on public holidays, with a shut-down period between Christmas and New Year. Practitioners will not be able to work during these periods unless agreed in advance with the Principal or Practice Manager.

# Absences

If you cannot attend for work at the expected time you must inform the Principal or Practice Manager as soon as possible in order that any adverse effect on patients can be minimised and cover arranged if possible and appropriate. You should give as much notice as possible in cases of planned absence (such as holiday or jury service).

Arrangements for practitioners’ substitutes or locums are covered in Associate Contracts.

If you are employed, then your legal entitlements for absences are set out in the Employees’ Handbook. These entitlements include:

* Holiday entitlement
* Sick leave
* Maternity leave
* Jury service
* Medical appointments
* Compassionate leave
* Maternity, paternity, adoption and parental leave (and associated rights)

# Smoking (Including Vaping etc)

Smoking (including the use of E-cigarettes, personal vaporizers (“vapes”), electronic nicotine delivery systems or similar devices) is not permitted in the clinic buildings or premises.

You may only smoke during your lunch break or at other times when you are legitimately absent from the clinic premises, and you must wash your hands on returning to work.

# Mobile phones

Personal mobile phones must be on silent/vibrate during working hours. Employed staff may not use mobile phones for personal calls during working hours unless this is an emergency**.**

It is only permissible to use a mobile phone during break times, and this should be done away from the waiting area or treatment rooms.

# Personnel Records

As employers and clinic owners we need to hold information about staff, including associates. Generally, the majority of the information held by the clinic about you will have been supplied by you in the first instance.

We do everything we can to fulfil our obligations under the Data Protection Act 2018. This includes observing your right to access the information that is held about you.

It is important that the information we have about you is up-to-date. Therefore please let us know straight away if there are any changes to the details you have provided. Of particular importance are:

* Address, telephone and mobile phone number
* Marital status (for tax purposes)
* Name
* Bank details
* Severe disabilities

# Alcohol and Drugs

Use of alcohol or drugs at the Clinic will not be tolerated. This includes appearing for work while under the influence of, or suffering the effects of, prior use of alcohol or drugs.

The term drugs here refers to illegal or recreational drugs. It does not apply to correctly used prescription drugs or over-the-counter medication, unless those drugs or medications affect your ability to carry out your work.

Should you be under the influence of alcohol or drugs, you are not permitted to enter the premises or carry out any business to do with the clinic. If you are taking prescribed medication which may affect your ability to undertake your job safely or effectively then you must discuss this with the Principal or Practice Manager.

The production, distribution, possession or consumption of alcohol or drugs on the premises is prohibited and is likely to lead to disciplinary action.

# Health and Safety

The clinic is committed to providing for the health, safety and welfare of all our staff as well as our patients.

We endeavour to maintain standards at least equal to the best practice in our industry, and we adhere to the Health and Safety at Work Act 1974 and all relevant regulations and codes of practice made under it from time to time.

This Policy is in addition to any Health & Safety procedures, guidelines or other policies that may already be in existence or issued by the clinic from time to time.

Any breach or non-observance of the Clinic’s Health and Safety policy constitutes a disciplinary offence and could lead to dismissal.

The clinic will take into account any recommendations made by the Health and Safety Executive (HSE) with regard to health and safety issues and where appropriate will liaise with the HSE on health and safety issues which are of particular relevance to the clinic.

The clinic’s commitment to the promotion of best health and safety practice is afforded the same high priority as any other of our management responsibilities. The clinic’s directors to their best to ensure this policy is upheld at all times and to provide the necessary funds and manpower required.

You are actively encouraged to suggest improvements to our Health and Safety policy to the Principal or Practice Manager.

Here's what the clinic is responsible for:

* Assessing risks to the health and safety of staff and others who may be affected and identifying what measures are needed to comply with its health and safety obligations;
* Ensuring that locations, equipment, protective clothing and systems of work provided by the clinic are safe, without risks to health and properly maintained;
* Ensuring that all necessary safety devices are installed and maintained on equipment provided by the clinic;
* Providing information, instruction, training and supervision in safe working methods and procedures to employed staff;
* Providing and maintaining a healthy and safe place of work;
* Promoting the co‑operation of staff to ensure safe and healthy conditions and systems of work by discussion and effective joint consultation;
* Establishing emergency procedures as required;
* Monitoring and reviewing the management of health and safety at work; and
* Keeping this Health and Safety policy under review and making any revisions it deems necessary from time to time. All such revisions will be brought to the attention of staff.

To be effective, this Health and Safety Policy needs the full co‑operation of all clinic staff. To that end, you are expected to give all possible assistance in achieving its successful implementation. Therefore, you must:

* Take reasonable care for your own safety and for that of others where you can;
* Comply with any safety instructions and directions issued by the Clinic;
* Be alert to health and safety issues applicable to other persons, such as other employees, contractors, patients, workmen, etc.
* Co‑operate with the clinic to ensure that the aims of the Health and Safety Policy are achieved and any duty or requirement imposed on the clinic by or under any of the relevant statutory provisions is complied with;
* Report and co‑operate in the investigation of all accidents or incidents that have led to or may lead to injury;
* Use equipment provided in accordance with the training you have received; and
* Report any potential risk or hazard or malfunction of equipment to the Principal or Practice Manager.

Hazards and Safety Risks

You have a responsibility to report any potential Health or Safety hazard including infectious or other diseases, accidents or injuries associated with the workplace. Examples include:

* Fire risks, such as accumulation of combustible waste
* Blocking or obstruction of fire doors
* Electrical problems, such as worn cables, loose connections, multiple connectors to power sockets, faulty wiring or trailing cables
* Defective equipment
* Defective flooring, such as worn or frayed carpets, uneven or slippery surfaces
* Unsuitable loading or stacking
* Broken glass
* Carelessness by an employee or other person on the premises, e.g. attempting to repair equipment without proper training.

Fire Safety

In the event of a fire or hearing a fire alarm, you must immediately stop what you are doing and walk to the nearest fire exit. If you are responsible for anyone else (such as a patient) you should assist them in getting to the exit.

All fire exits in the building are clearly identified. If the nearest fire exit is obstructed then you must choose another exit.

Once clear of the building, you should move to the appropriate assembly point and report to the Principal, the Practice Manager or the senior person present in order that you, and any persons your are responsible for, can be accounted for.

Under no circumstances are you to leave the designated assembly point or re-enter the building until you have been told that it is safe to do so.

If you discover a fire, you must raise the alarm immediately. You should also call the Fire Brigade as quickly as possible, but this should not delay your exit from the building.

First Aid

While you are part of the clinic team, whether employed or self employed, you are required to hold an HSE-Recognised First Aid qualification (either the one-day Emergency First at Work or the 3-day First Aid at Work certificate).

If you are not qualified when you first join, you must become qualified within the first 6 months, and must ensure that your qualification remains valid until you leave.

You must make sure that you know where the clinic first aid kit is kept and you should be familiar with its contents. You should also know the location of the nearest AED (defibrillator).

# Accidents at work

In the event of your becoming aware of an accident in the clinic (including access routes/paths), you must inform the Principal or Practice Manager as soon as possible.

If you were responsible for dealing with the accident, you must also complete a report form in the Accident Record Book, sign it and secure the report in the filing cabinet provided.

# Lone Workers

As a rule, the clinic prefers not to have staff working on their own. However, there maybe occasions where this does happen. Whenever possible, you should have some form of communication equipment handy to help with your security. No young persons (under 18) may work alone.

If at any time you feel uncomfortable about being alone in the clinic, you should immediately alert the Principal, the Practice Manager or a colleague so that they can assist

# Equal Opportunities

The clinic has an equal opportunities policy, which expresses our determination to adhere to best practice.

You are required to adhere to this policy, as well as any separate direction set out by your relevant governing body (if any).

# Anti-Harassment

The law directs that we (and you) must be ***proactive*** in deterring and defeating all forms of harassment in the workplace, especially sexual harassment.

The clinic has an anti-harassment policy, which expresses our determination to adhere to best practice. This policy applies to your interactions with patients as well as other staff members, and requires that you be alert to unacceptable behaviour on the part of others.

You are required to adhere to this policy, as well as any separate direction set out by your relevant governing body (if any).

# Internet, Email and Computer Policy

This Policy has been formulated to ensure that all employees of the clinic use the Clinic's internal and external e-mail and Internet facilities properly. The Policy applies to all electronic communications conducted in the name of the clinic or by using clinic equipment and access to the Internet from the Clinic's premises or by using clinic equipment at any other location.

This policy is to inform all employees and temporary staff that the clinic will carry out reasonable monitoring of e-mail and Internet usage in order to ensure that the use of these facilities is not abused.

Security

You may only use the clinic’s computers (including any other internet-capable devices) for business purposes. Throughout this document “business” refers to work, research, communication or other activity necessary for the welfare of patients and the efficient functioning of the clinic.

You must take care not to open unsolicited emails unless you are satisfied that they are from a reliable source, and you should not click any links to sites unless you are sure that they are safe.

You should never open attachments within e-mails unless you know and trust the sender.

You are required to take extreme care to safeguard your computer login details, and should change your password regularly to avoid compromise.

You should note that passwords do not provide privacy for your computer and all clinic computers can and will be accessed from time to time to ensure compliance with this policy.

You must not disable, change or adapt any security or technical settings in place on our systems that are used to screen information/emails/data for threats or enable the smooth technical running of the Clinic.

You must ensure that confidential or sensitive data on your computer or other devices is not visible to unauthorised persons (such as patients). If sensitive data is not password protected then all identifying details must be removed.

Confidential messages, or messages containing sensitive personal data, should only be sent by e-mail if password protected. Be especially cautious when attaching documents.

You should not have an expectation of privacy in any documents you create, send or receive on the e-mail system.

If you become aware of any virus on your computer, or are suspicious of any communications, you must immediately inform the Principal or Practice Manager,

Images should only be sent or received with e-mail communications if absolutely necessary.

You must take care not to infringe of the rights of others particularly intellectual property, copyright and other proprietary rights when using material from the internet or elsewhere.

Bulk e-mails should only be sent in exceptional circumstances and with the approval of the Principal or Practice Manager.

You must exercise care when forwarding any information received by e-mail or the internet to any other person or company. Steps should be taken to maintain the confidentiality of confidential information of the company or any client, which has been sent or received by e-mail.

Protocol

All e-mail communications must be carefully drafted, and the tone must be appropriate for a respectable, high-end healthcare clinic. If in doubt, check with the Principal of Practice Manager.

The clinic strictly forbids the sending of any e-mails which are defamatory, racist, sexist, pornographic or which contain material, which infringes third party copyright or contains other illegal material.

You must immediately report any instances of receiving offensive internal or external e-mails to the Principal or Practice Manager.

In order to ensure that we respond promptly on matters with which we are dealing, please ensure that an appropriate colleague has access to your e-mail box while you are on holiday. During any absence, your e-mail may also be checked for this purpose. Our team share an inbox, so this can be deleted.

In order to ensure that e-mails sent by employees are treated as confidential information all e-mails must carry the standard clinic email footer details.

You must not respond to "Junk Mail" or forward or respond to chain letter-type e-mail.

It is strictly forbidden to access inappropriate or offensive internet sites. You must also report any instances or access to pornography or other offensive sites on the Internet if you become aware of it.

You must ensure that if you do send any copyright material by e-mail that you have the copyright owner’s written permission to use the material for the intended purpose.

You may not subscribe to electronic services or other contracts on behalf of the clinic unless you have the express authority to do so. Authority for subscriptions including electronic subscriptions such as these rest with the Principal or Practice Manager and unless you are one of those delegated persons you have no authority to enter into any binding commitment on the clinic via the e-mail or the internet.

Any communications sent or received by e-mail by you using clinic equipment are clinic records and as such belong to the Clinic. The mere deletion of an e-mail by you may not fully eliminate it from the system.

Clinic e-mail addresses should only be given out to parties with a legitimate interest in using them; to minimise the amount of “junk e-mail” received.

You should carry out housekeeping to remove deleted items on a monthly basis as this will result in a significant cost saving by reducing the need for extra storage space on the cloud-based servers.

You are not permitted to access social networking sites (such as Facebook, X, Instagram, Tik Tok, personal blogs, chat rooms or web forums) from equipment provided by the clinic, unless this is part of your work remit.

If you are accessing social networking sites from your personal computer out of work hours you must not make any offensive, defamatory, discriminatory or other comments on any social networking site or use the Internet or E-mail to disclose either deliberately or inadvertently disclose any confidential information about the Clinic. This could bring the Clinic into disrepute and could be a breach of the regulations set by your governing body (if any).

A work E-mail must not be used if you register on any Internet site which is not related to a work matter.

You are not permitted to identify yourself as an employee of, or as being associated with, the clinic in any way when posting material on social networking sites, “wikis”, personal blogs, chat rooms or web forums (“online activity”) unless it is part of your work duties.

Personal Use of Clinic Systems

You may use the clinic’s internet facility for personal purposes only on your own devices, and these must not be connected in any way to the clinic’s computers.

We only allow very limited personal use of our systems. We may withdraw permission for it at any time or restrict access at our discretion.

Personal use must meet the following conditions:

* + - * + it must be minimal and take place outside of normal working hours (that is, during your break times, and before or after work).
        + it must not affect your work or interfere with the business.
        + it must not commit the clinic to any costs.
        + it must comply with our policies including the Equal Opportunities Policy, Data Protection Policy and Disciplinary Procedure.

Use in excess of what the company deems as acceptable is a breach of company policy and may result in disciplinary action.

The following are regarded as serious breaches of discipline:

* deliberately introducing a virus into the computer system or accidentally introducing a virus through usage of media which have not been checked and authorised by the clinic before use;
* accessing or attempting to access any unauthorised area of or data on the computer system and modifying programs or data without the prior authorisation from the relevant manager;
* using or divulging information relating to the computer system including passwords or access codes;
* loading software onto the Clinic's machines without prior authorisation;
* downloading software or data from the Internet without prior authorisation from the Principal or Practice Manager;
* creating directories or files on the public computer drives without authorisation from the appropriate person;
* copying or creating data or programs for personal use;
* using privately acquired media (disks, thumb drives, CDs etc) on the Clinic’s machines without prior authorisation;
* Installing, copying, distributing or using proprietary software in violation of copyright or any licensing agreement.
* E-mailing or in any way collecting or transmitting clinic confidential information, clinic documents or patient data to your personal email address without authority.
* Storing personal files, personal music, video, photographs or games on clinic IT equipment.

Monitoring

The clinic is permitted to undertake reasonable monitoring of your use of the e-mail system and access to the internet (including specific sites visited) on a random basis.

Our systems enable us to monitor telephone, e-mail, voicemail, internet and other communications and data processing. For reasons of business interests, security, equality and fairness to all employees, productivity of the business and in order to carry out legal obligations in our role as an employer, your use of our systems including the telephone and computer systems (including any personal use) may be monitored by automated software or otherwise.

The clinic reserves the right to retrieve the contents of e-mail messages or check internet usage (including pages visited and searches made) as reasonably necessary in the interests of the business, including for the following purposes (this list is not exhaustive):

* + - * + to monitor whether the use of the computer system, e-mail system or the internet is legitimate and in accordance with this policy and employment contracts and the employee’s role.
        + For the security of our systems
        + to find lost messages or to retrieve messages lost due to computer failure or in a recovery situation.
        + to assist in the investigation of alleged wrongdoing
        + to comply with any legal obligations, in particular the regulations set out in the Data Protection Act.

Software

Software under licence to the clinic may not under any circumstances be copied either for personal use or for resale. All software installed on company computers must have the prior approval of the Principal or Practice Manager. Only software purchased by the clinic may be installed on company computers.

Hardware

All hardware used on clinic premises must have the prior approval of the Principal or Practice Manager. No hardware owned, rented or leased by the clinic should be removed, temporarily or permanently from the Clinic's premises without the permission of one of the directors.

Mobile Storage Devices

Mobile devices such as memory sticks, CDs, DVDs and removable hard drives must be used only in situations when network connectivity is unavailable or there is no other secure method of transferring data. Only clinic authorised mobile storage devices with encryption enabled must be used, when transferring sensitive or confidential data.

Social Networking sites

At the Clinic, we encourage you to be active on social medial such as Facebook, X and LinkedIn, to promote and market the Clinic.

At the same time you must be aware of your responsibilities to the business when using social networking sites. Our confidentiality policy must be adhered to at all times. Please ensure that status updates remain professional at all times. Status updates should be respectful to the Clinic, other staff, patients, partners and members. You may face disciplinary action if the business is brought into disrepute.

By way of guidance, any communications that employees make in a personal capacity through social media must not bring the clinic into disrepute, for example by:

* criticising or arguing with patients or colleagues;
* making defamatory comments about individuals, other clinics or groups;
* posting images that are inappropriate or links to inappropriate content;
* breaching confidentiality, for example by revealing trade secrets or information owned by the Clinic;
* giving away confidential information about an individual (such as a colleague or patient) or the Clinic;
* breaching copyright, for example by: using someone else's images or written content without permission;
* failing to give acknowledgement where permission has been given to reproduce something; or
* doing anything that could be considered discriminatory against, or bullying or harassment of, any individual, for example by making offensive or derogatory comments relating to sex, gender reassignment, race (including nationality), disability, sexual orientation, religion or belief or age;
* using social media to bully another individual;
* posting images that are discriminatory or offensive or links to such content.

You should not discuss or comment on the Clinic's internal workings (such as deals that it is doing with patients or its future business plans) without the permission of the Principal or Practice Manager.

# Employer’s facilities

You are not allowed to use the Clinic’s facilities or equipment without the consent of the directors.

# Data Protection

This part of the handbook is especially dull, but nonetheless important. It concerns the Data Protection Act 2018, which incorporates the rather better-known “General Data Protection Regulations (GDPR)”. We will refer to the whole thing in this document as GDPR, simply for convenience.

We have a duty to notify you about how we collect and process personal data, but it is not our intention to recite the whole of the GDPR here. Suffice it to say that the clinic takes the security and privacy of your data seriously, and requires you to do the same with respect to other people’s data.

You should ask for help from the person responsible for Data Protection, if you are unsure about data protection or if you notice any areas of data protection or security we can improve upon.

Any deliberate or negligent breach of this policy by you will be taken very seriously and could result in disciplinary action.

Terminology

The GDPR contains a lot of confusing terms. Here are the ones that apply to you:

You are what’s known as a ‘data subject’.

The clinic is the ‘data controller’.

Processing

The rules concerning our processing of your (and patients’) data are known as the Data Protection Principles - you need to be aware of these.

Put simply, the data we collect must:

* be processed fairly, lawfully and transparently;
* be collected and processed only for specified, explicit and legitimate purposes;
* be adequate, relevant and limited to what is necessary for the purposes for which it is processed;
* be accurate and kept up to date. Any inaccurate data must be deleted or rectified without delay;
* not be kept for longer than is necessary for the purposes for which it is processed;
* be processed securely.

Personal data

This means information which relates to a living person who can be identified from that data on its own, or when taken together with other information which is likely to come into our possession. It includes any expression of opinion about the person and an indication of the intentions of us or others, in respect of that person. It does not include anonymised data.

The GDPR applies to all personal data whether it is stored electronically, on paper or on other materials. It doesn’t matter how that data comes into our possession, even if we create it ourselves.

We might collect the following types of personal data about you:

* recruitment information from your application form and CV;
* your contact details and date of birth;
* the contact details for your emergency contacts;
* your sex;
* information about your contract with us;
* your bank details, tax status and national insurance number;
* identity documents in relation to your immigration status and right to work for us;
* information relating to disciplinary or grievance investigations and proceedings involving you (whether or not you were the main subject of those proceedings);
* information relating to your performance and behaviour at work;
* training records;
* electronic information in relation to your use of IT systems etc;
* images of you, if relevant; and
* other categories of personal data which we may notify you of from time to time.

Special Category Data

This term refers to describe sensitive information about a person. The only such data we are likely to collect and process concerns your health or, in certain situations, other data such as criminal records checks.

We do not need your consent to process special categories of your personal data when we are processing it for the following purposes:

* where it is necessary due to our rights and obligations under employment law;
* where it is necessary to protect your vital interests or those of another person where you/they are physically or legally incapable of giving consent;
* where you have made the data public;
* where processing is necessary for the establishment, exercise or defence of legal claims; and
* where processing is necessary for the purposes of occupational medicine or for the assessment of your working capacity. This would include: your sickness absence, health and medical conditions to monitor your absence, assess your fitness for work, to pay you benefits, to comply with our legal obligations under employment law including to make reasonable adjustments and to look after your health and safety.

Processing of data

This means any operation performed on personal data, including within a filing system or any automated processing. Examples are:

* collection, recording, organisation, structuring or storage;
* adaption or alteration;
* retrieval, consultation or use;
* disclosure by transmission, dissemination or otherwise making available;
* alignment or combination; and
* restriction, destruction or erasure.

The clinic will process your data (and that of patients) in the following ways:

* to deal with the contract which exists between us;
* to comply with any legal obligation; and/or
* because there is a “legitimate interest”. You do have the right to challenge our legitimate interests and request that we stop this processing.

We are allowed to process your personal data for these purposes without your knowledge or consent, but we won’t use your personal data for an unrelated purpose without telling you about it and letting you know legal basis that we intend to rely on for processing it.

If you choose not to provide us with certain personal data you should be aware that we may not be able to carry out certain parts of the contract between us. For example, if you do not provide us with your bank account details we may not be able to pay you. It might also stop us from complying with certain legal obligations and duties which we have such as to pay the right amount of tax to HMRC or to make reasonable adjustments in relation to any disability you may suffer from.

These are some of the reasons why we might need to process your (or patients’ data):

* to decide whether to employ (or engage) you;
* to decide your pay, and the other contractual terms;
* to check you have the legal right to work for us;
* to carry out the contract between us;
* for training and performance reviews, including promotions and references;
* to decide whether to promote you;
* to carry out a disciplinary or grievance investigation or procedure in relation to you or someone else;
* to determine whether we need to make reasonable adjustments to your workplace or role because of a disability;
* to monitor diversity and equal opportunities;
* to monitor and protect the security (including network security) of the Clinic, of you, our other staff, customers and others;
* to monitor and protect the health and safety of you, our other staff, customers and third parties;
* to deal with pay, tax, national insurance, pensions and benefits;
* monitoring compliance with our policies and contractual obligations;
* to comply with any laws affecting us;
* to answer questions from insurers in respect of any insurance policies which relate to you;
* running our business and planning for the future;
* the prevention and detection criminal offences;
* to defend the clinic in respect of any investigation or litigation and to comply with any court orders;
* to record matters concerning your or patients’ health.

The list is not exhaustive, and there may be other reasons which we may notify you of from time to time.

We will only process special categories of your personal data in specific situations in accordance with the law. We do not need your consent to process special categories of your personal data when we are processing it for the following purposes:

* where it is necessary for carrying out rights and obligations under employment law;
* where it is necessary to protect your vital interests or those of another person where you/they are physically or legally incapable of giving consent;
* where you have made the data public;
* where processing is necessary for the establishment, exercise or defence of legal claims; and
* where processing is necessary for the purposes of occupational medicine or for the assessment of your working capacity.

We are likely to process special categories of your personal data in relation to your sickness absence, health and medical conditions, your fitness for work, your pay and benefits and to comply with our legal obligations under the law.

Sharing Personal Data

Sometimes we might share your personal data with group companies or our contractors and agents to carry out our obligations under our contract with you or for our legitimate interests. This might include for accounting and payroll purposes.

We require those companies to keep your personal data confidential and secure and to protect it in accordance with the law and our policies. They are only permitted to process your data for the lawful purpose for which it has been shared and in accordance with our instructions.

Your Responsibilities

Everyone who works for, or on behalf of, the clinic has some responsibility for ensuring data is collected, stored and handled appropriately. You must adhere to these principles:

* Only access personal data icy if you need it for the work you do for, or on behalf of the clinic and only if you are authorised to do so. You should only use the data for the specified lawful purpose for which it was obtained.
* Keep personal data secure and not share it with unauthorised people. In particular, do not share personal data informally.
* Regularly review personal data which you have to deal with for work. This includes telling us if your own contact details change.
* Do not make unnecessary copies of personal data. Keep and dispose of any copies securely.
* Use strong passwords.
* Lock your computer screen when not at your desk and ensure that personal data on your screen cannot be overlooked by unauthorised people.
* Either encrypt or password-protect data if it is transferred externally.
* Anonymising data where possible.
* Do not save personal data to your own personal computers or other devices.
* Do not transfer personal data outside the European Economic Area except in compliance with the law.
* Lock drawers and filing cabinets. Do not leave paper with personal data lying about.
* Do not take personal data away from Clinic’s premises without authorisation from the Principal or Practice Manager.
* Shred personal data when you have finished with it or disposed of it securely.

Data Breaches

Should a breach of personal data occur (whether in respect of you or someone else) then we must take notes and keep evidence of that breach. If the breach is likely to result in a risk to the rights and freedoms of individuals, then we must also notify the Information Commissioner’s Office within 72 hours. If you become aware of a breach, then you must notify the Principal or Practice Manager immediately.

Subject Access Requests

Data subjects (including you) can make a “subject access request” (‘SAR’) to find out the information we hold about them. This request must be made in writing.

We must respond within one month to an SAR, so if you receive such a request, you should forward it immediately to the Principal or Practice Manager who will coordinate a response..

There is no fee for making a SAR, but if the request is manifestly unfounded or excessive we are allowed to charge a reasonable fee or refuse to respond.

Data Subject Rights

Data subjects (again, including you) have the right to information about what personal data we process, how and on what basis.

Partly, this is so that they can correct any inaccuracies in their personal data. This should be done through the Principal or Practice Manager.

Data subjects also have the right to request that we erase their personal data where we are not entitled under the law to process it or it is no longer necessary to process it. While personal data is being corrected or erased, or when its use is being contested, a Data Subject can apply for its use to be restricted.

Data Subjects have the right to object to data processing where we are relying on “legitimate interest” to do so and they think that their rights and interests outweigh our own and wish us to stop.

Data Subjects have the right to receive a copy of their personal data and to transfer it to another data controller. We will not charge for this and in most cases aim to do this within one month.

With some exceptions, Data Subjects have the right not to be subjected to automated decision-making. This refers to things such as profiling, which is not carried out in the Clinic.

Data Subjects have the right to be notified of any data security breach concerning their personal data.

In most situations we will not rely on consent as a lawful ground to process personal data. If we do however request consent to the processing of personal data for a specific purpose, the Data Subject has the right to refuse or to withdraw that consent later.

Data Subjects have the right to complain to the Information Commissioner. This can be done by contacting the Information Commissioner’s Office directly. Full contact details including a helpline number can be found on the Information Commissioner’s Office website ([www.ico.org.uk](http://www.ico.org.uk)).

# Whistleblowing

The Public Interest Disclosure Act 1998 (PIDA) is the UK law that protects whistleblowers from negative treatment or dismissal.

We expect that business in the Clinic should be conducted with the highest standards of integrity and honesty. We expect that you will work to achieve this aim.

Whistleblowing is about reporting any wrongdoing at work which affects the public interest. If you become aware of any wrongdoing at work (whether by the Clinic or any member of staff) then you are encouraged to report this as soon as possible.

We want you to have the confidence to report any such wrongdoing at work even if you believe that the clinic itself is responsible. Your report will be treated confidentially.

If you make a report, in good faith, of any wrongdoing at work you will not suffer any detriment as a result. Should you feel that you have suffered any detriment as a result of your report then you should bring a grievance as detailed in the Grievance Procedure included with these Rules. Any such complaint will be treated seriously and confidentially.

These are examples of things that might lead you to make a report:

* a criminal offence, for example fraud
* someone’s health and safety is in danger
* risk or actual damage to the environment
* a miscarriage of justice
* the company is breaking the law, for example does not have the right insurance
* you believe someone is covering up wrongdoing

If you report any of those issues then you are protected by law.

You should be aware that personal grievances (for example bullying, harassment, discrimination) are not covered by whistleblowing law, unless your particular case is in the public interest.

To make a report, you should initially discuss your concerns informally with the Principal or Practice Manager. Where an investigation is required then the Principal or Practice Manager will carry this out. You will be kept informed of the progress and outcome of this investigation and what action, if any, it has been necessary to take.

Your concerns will be investigated and you will be kept informed of the progress of the investigation, its outcome and any action which the clinic deems it appropriate to take as a result.

Where an initial informal report to the Principal or Practice Manager is inappropriate, or if you have concerns about the speed or outcome of the investigation, then you can report your concern to a “prescribed body”. This could include the General Osteopathic Council, The General Chiropractic Council or the Care Quality Commission, for example.

A more comprehensive list of prescribed bodies can be found through the government’s whistleblowing web page.

Any use of this procedure to make a report other than in good faith may lead to disciplinary action being taken against you.

# Grievance Procedure

The aim of the procedure is to enable staff at the clinic to raise grievances at the earliest possible time, and to ensure such issues are speedily resolved.

Conceivably, a number of staff members may have a grievance in common, in which case at the Clinic’s discretion it may be dealt with jointly.

If you have a grievance relating to your employment, your contract with the Clinic or in relation to a whistleblowing report, you should discuss it with the Principal or Practice Manager.

If informal discussion fails to resolve the matter you should raise the matter formally by setting out the grievance in writing as Stage 1 of a grievance statement.

Stage 1

The Principal or Practice Manager will then hold a formal hearing into the grievance within a week of receiving. This will consists of a formal meeting, with a written record of proceedings.

This will take place within 2 weeks of receiving your written grievance.

Remember that you have the right to be accompanied at the hearing by a work colleague (or a union representative if appropriate).

The Principal or Practice Manager will write to you with their decision within 2 weeks of the meeting.

If the matter remains unresolved after Stage 1 you may within seven days of the decision make a request for a further hearing.

Stage 2

The Principal or Practice Manager will arrange for a hearing to be conducted by an independent person.

Again, a work colleague or union representative may accompany you.

The person conducting this stage will write to you with their decision.

The decision reached at this stage of the procedure will be final.

At each stage of the procedure, adjournment**s** may be necessary in order to collect detailed information and/or advice in order to resolve the matter satisfactorily.

Whenever an adjournment is made, the date for the follow up meeting will be confirmed at that time.