

Privacy Policy

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Last reviewed: July 2026



Chelmer Footcare (Pod. Med Ltd)

Registered Office: 7 The Vineyards, Chelmsford, Essex, CM2 7QS

Email: info@chelmerfootcare.co.uk

Telephone: 01245 269069

1. Introduction

This Privacy Policy explains how Chelmer Footcare (Pod. Med Ltd) collects, uses, stores and protects personal information in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and other applicable legislation. As a healthcare provider we process special category health information only where necessary to provide safe and effective care.

2. Information we collect

- Identity and contact details (name, address, date of birth, telephone number and email address).
- Medical history, assessments, treatment notes, referrals and correspondence.
- Appointment history and communications.
- Clinical photographs where clinically appropriate and with your knowledge.
- Payment information relating to transactions. Card details are processed securely by Barclaycard or Stripe and are not retained by Chelmer Footcare.

3. How we collect information

Information is collected directly from you, from referral letters, during consultations, via our website booking system, WhatsApp enquiries initiated by you, email, telephone and other communications.

4. Lawful basis

We process personal information under Article 6(1)(b) (contract), Article 6(1)(c) (legal obligation) and Article 6(1)(f) (legitimate interests where appropriate). Health information is processed under Article 9(2)(h) UK GDPR for the provision and management of healthcare.

5. Third-party providers

Our principal processors include Cliniko (practice management, patient records, appointments and communications), Microsoft OneDrive and Google Drive (secure business storage), Gmail (email), Barclaycard and Stripe (payment processing). Patients book

appointments through our website which connects securely to Cliniko. Appointment reminders may be sent by SMS and email.

6. Clinical photographs

When clinically appropriate we may take photographs of your feet to assist diagnosis or monitor treatment. These photographs form part of your confidential clinical record, are stored securely within Cliniko and are not shared outside Cliniko without your permission unless required by law or for referral purposes with your consent.

7. Sharing information

We only share information where necessary for your care, where required by law, or with your consent.

8. Data retention

Adult clinical records are normally retained for a minimum of 8 years after your last treatment. Records relating to children are retained in accordance with applicable healthcare retention guidance.

9. Your rights

You have the right to access, rectify, erase (where applicable), restrict processing, object to certain processing, data portability where applicable, and to withdraw consent where processing relies on consent.

10. Security

We use secure systems, password protection, access controls and appropriate organisational and technical measures to protect your information.

11. Cookies and website

Our website may use cookies and analytics to improve performance. You can manage cookie preferences through your browser and cookie banner where available.

12. Complaints

If you have concerns please contact our Data Compliance Officer, Paul Little, via info@chelmerfootcare.co.uk. You also have the right to complain to the Information Commissioner's Office (ICO).

13. Changes

We may update this policy from time to time. The latest version will always be available from Chelmer Footcare.