



PRIVACY POLICY  
Last Updated: 04/2025

## 1. Introduction

This Privacy Policy explains how we collect, use, store, and protect your personal and health information. Our practice is committed to upholding your right to privacy and complies with the Data Protection Act 2017 (Mauritius) and international standards including HIPAA, where applicable.

## 2. What Information We Collect

We may collect the following types of personal and health-related information:

- Full name, address, contact details
- Date of birth, gender
- Health history and relevant medical records
- Treatment progress notes and reports
- Session attendance and billing records

## 3. How Information is Collected

Information may be collected through:

- Intake and registration forms
- Direct communication (email, phone, in-person)
- Our secure, online platform
- Ongoing therapy or treatment sessions
- Referral information from other providers (with your consent)

## 4. How We Use Your Information

Your information is used for:

- Providing therapeutic and clinical care
- Coordinating care between professionals in our multidisciplinary team (MDT)
- Managing appointments and billing
- Ensuring continuity of care
- Meeting legal and regulatory obligations

## 5. Confidentiality and Secure Storage

All client information is stored and managed on a secure, HIPAA-compliant platform. This platform is used for:

- Internal MDT communication regarding patient care
- Secure messaging with patients (where applicable)
- Storage of confidential health records and session notes

Only authorised staff involved in your care have access to your data.

## **6. Sharing Information**

We do not share your information with third parties unless:

- You provide explicit, informed consent
- It is required by law (e.g., court order or mandatory reporting)
- There is an imminent risk of harm to you or others

## **7. Your Rights**

You have the right to:

- Access your records upon request
- Correct or update your personal information
- Withdraw consent for non-essential uses of your data
- Lodge a complaint about how your data is handled

Requests can be submitted in writing to [eedmk@doctors.org.uk](mailto:eedmk@doctors.org.uk)