

# The Hearing Clinic: Patient Consent Form (Young Adult)

1. We are Bridgitte Harley Hearing Care Limited, a company registered in England and Wales under company number 09158896. If you need to write to us, our company's registered office address at P.O. Box 501, The Nexus Building, Broadway, Letchworth Garden City, Herts SG6 9BL.
2. In order for us to provide you with hearing services and products we may need to record and process details of your case, which may include your personal information.
3. UK law says that we must tell you how we use your information and ask for permission to do so. Below the age of 13, an adult who is responsible for you must give permission on your behalf. However, once are aged 13 or older we need to ask you for your permission directly.
4. We would be grateful if you could tick the relevant boxes below and sign this form in order to give permission for us to use your information for the reasons set out below. You may wish to discuss this with your responsible adult or with us first, which is fine.
5. For more information you are welcome to read out [privacy policy](#) at [www.thehearingclinic.co.uk/privacy](http://www.thehearingclinic.co.uk/privacy), a paper or email copy of which we can give you if you like. You might also find the Frequently Asked Questions guidance on the next page helpful.

## Permission to store and process your information

We are required by law to ask for your permission to record your personal and sensitive information. Your information will be stored on our NOAH patient management software and backed up in Microsoft OneDrive. To make sure that we keep providing high quality services, we may need to let an outside agency check the information from time to time.

- Yes – I give my permission to The Hearing Clinic to use personal information about me for the purposes of providing products and/ or services which I request.
- Yes – I give my permission to The Hearing Clinic to use personal information about me for the purposes of letting me know about products and services which are similar to those that I have enquired about or which The Hearing Clinic thinks may be of interest to me.

## Permission to share information with other service providers

There may be circumstances in which we share your personal information with other healthcare professionals (like doctors) to help with your treatment, or with manufacturers in order for them to deliver products which you have ordered to your home rather than to The Hearing Clinic.

- Yes – I give my permission to The Hearing Clinic to share my personal information with other healthcare professionals to assist with my treatment.
- Yes – I give my permission to The Hearing Clinic to share my personal information with manufacturers in order for them to deliver products which I have ordered.

<b>Name:</b>		
<b>Signature:</b>		<b>Date:</b>

This document is the property of Bridgitte Harley Hearing Care Ltd.

## Frequently Asked Questions

### What are personal and sensitive information?

**Personal information** is information which can be used to identify you. This may include your name, date of birth, address, telephone number etc.

**Sensitive information** is personal information which is even more private, for example racial or ethnic information about you, your health details etc.

### Where will you store my information?

Your information will be stored NOAH patient management software and backed up on Microsoft OneDrive.

### How will you use my information?

Your information will mainly be used to provide you with our hearing services and for related reasons referred to in our Privacy Policy.

### Can I refuse to give my permission?

Yes, but if we are not able to collect this personal information, our ability to provide a high level service to you may be limited.

### Can I withdraw my permission?

Yes, you can withdraw permission by writing to us at our registered office, or by phoning 01923 372101 or 01465 506074 or by emailing [info@thehearingclinic.co.uk](mailto:info@thehearingclinic.co.uk) and informing us that you wish to withdraw your permission for one or more of the purposes for which permission was given.

### Why might you share my personal and sensitive personal information?

#### Who will you share it with?

There may be circumstances in which we share your personal information with other healthcare professionals to assist with your treatment, or with manufacturers in order for them to deliver products which you have ordered to your home rather than to The Hearing Clinic.

We will only ever share your information as our Privacy Policy and data protection law allows.

### Complaints handling procedure

If you wish to raise a complaint on how we have handled your personal information, you can contact our Data Protection Officer who will investigate the matter. If you are not satisfied with our response or believe we are not processing your personal information as required by law you have the right to complain to the Information Commissioner's Office.