

The Hearing Clinic: Patient Consent Form

1. We are Bridgitte Harley Hearing Care Limited, registered in England and Wales under company number 09158896 and have our 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 and/or sensitive data.
3. To comply with current UK Data Protection law we must tell you how we use this data and ask for your permission to do so. By ticking the relevant boxes and signing this form you provide your consent for us to process your data for the purposes stated below.
4. For more information, including details of other lawful bases upon which we may process your personal data, please see our [privacy policy](http://www.thehearingclinic.co.uk/privacy) at www.thehearingclinic.co.uk/privacy, a copy of which is available upon request, and the attached Frequently Asked Questions guidance.

Permission to store and process your data

We are required by law to ask for your permission to record your personal and sensitive data. Your data will be stored on NOAH patient management software and backed up in Microsoft OneDrive. For quality management purposes, these files may be accessed by an external agency for audit.

- Yes – I give my consent to The Hearing Clinic to process personal information about me for the purposes of providing products and/ or services which I request.
- Yes – I give my consent to The Hearing Clinic to process personal information about me for the purposes of informing me about products and services which are similar to those that I have enquired about or which The Hearing Clinic reasonably considers may be of interest to me.

Permission to share data with other service providers

There may be circumstances in which we share your personal data with other healthcare professionals to assist with your treatment, or with manufacturers in order for them to deliver products which you have ordered.

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

Name:		
Signature:		Date:

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

Frequently Asked Questions

What are personal and sensitive data?

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

Sensitive data is information related to any of the following: racial or ethnic origin, political opinions, religious beliefs, trade union membership, health, sexuality or sex life, criminal offences and/or convictions.

Where will you store my data?

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

How will you use my data?

Your data will be primarily be used to provide you with our hearing services and for related reasons referred to in our Privacy Policy. In some instances, we will also use anonymised data for the purpose of statistical monitoring.

Can I withhold my consent?

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

Can I withdraw my consent?

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

Why might you share my personal and sensitive personal data?

Who will you share it with?

There may be circumstances in which we share your personal data with other healthcare professionals to assist with your treatment, or with manufacturers in order for them to deliver products which you have ordered.

We will only ever share your information in accordance with our Privacy Policy and in accordance with the applicable data protection law.

Who can give consent on behalf of children?

Consent of those with parental responsibility must be obtained for processing of personal data of children (anyone under the age of 13). Upon the child obtaining the age of 13, we are required to renew our consent from the patient as parental consent will no longer be valid.

Complaints handling procedure

If you wish to raise a complaint on how we have handled your personal data, 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 data as required by law you have the right to complain to the Information Commissioner's Office.