

Privacy Notice

Practice Name: 3H Clinic

Version 1.0 Effective Date: 01/09/2026

1. Introduction

Welcome to the **3H Clinic** website (www.3hclinic.com), we are committed to safeguarding your privacy and ensuring that your personal information is protected. This Privacy Notice explains how we collect, use, store, disclose and protect your personal information when you receive healthcare services from us or interact with our practice.

We process personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, relevant healthcare legislation, and professional obligations imposed by the General Medical Council (GMC).

2. Data Processor

We use Carepatron, a healthcare practice management platform, to support the administration of 3H Clinic, including patient communications, appointment scheduling, clinical records management, telehealth services and secure document storage where applicable.

Carepatron acts as a data processor on our behalf and processes personal data only in accordance with applicable data protection legislation. We have appropriate contractual arrangements in place, including a Data Processing Agreement, to ensure that personal data is handled securely and in compliance with the UK GDPR and Data Protection Act 2018 [\[trust.carepatron.com\]](http://trust.carepatron.com), [\[carepatron.com\]](http://carepatron.com)

Carepatron employs technical and organisational security measures designed to protect personal data, including encryption and access controls.

3. Data Controller

The Data Controller responsible for your personal information is Dr Javier Gomez.

Legal address:

3H Clinic
Oak Lodge Business Centre
129 School Lane
Norwich

Email: javier.gomez@3hclinic.com

For any questions regarding this Privacy Notice or your personal data, please contact us using the details above.

4. Information We Collect

We may collect and process the following types of information:

- **Personal Information:** when you book an appointment or contact us, we may collect personal details such as your name, date of birth, contact information, medical history, emergency contact details, insurance details if applicable, payment and billing information.
- **Administrative Information:** we collect and process administrative information, including appointment records, communication records, website enquiry forms, feedback and audit records, to manage and deliver your appointments and our services, communicate with patients, maintain accurate clinic records, and meet our legal, regulatory and governance obligations.

5. Sharing Your Information

Data may be used to respond to enquiries, correspond with clients, provide access to services, process payments and maintain secure accounts.

We will only share information necessary for the relevant purpose and will ensure appropriate safeguards are in place.

6. Data Security

We take appropriate technical and organisational measures to protect your personal information, including:

- Secure electronic medical record systems
- Password protection and access controls
- Encryption where appropriate
- Secure backups
- Staff confidentiality obligations
- Regular security reviews

7. Retention of Information

We retain patient records in accordance with applicable legal, regulatory and professional requirements.

As a general guide:

- Adult patient records are typically retained for at least 8 years after the last treatment episode.

- Children's records may be retained until the patient's 25th birthday or longer where required.
- Financial records are retained in accordance with tax and accounting requirements.

Records may be retained longer where clinically appropriate or required by law.

8. Your Rights

Under data protection law, you have the right to:

Access

Request a copy of the personal information we hold about you.

Rectification

Request correction of inaccurate or incomplete information.

Erasure

Request deletion of personal information in certain circumstances.

Restriction

Request restriction of processing in certain circumstances.

Object

Object to certain types of processing.

Data Portability

Receive certain personal data in a structured, commonly used format.

Withdraw Consent

Withdraw consent where processing is based on consent.

These rights are subject to legal and professional limitations, particularly where medical records are concerned.

Contact: info@3hclinic.com

9. Subject Access Requests

Requests for access to personal information should be made in writing to:

Email: info@3hclinic.com

Address:

3H Clinic
Oak Lodge Business Centre
129 School Lane

Norwich
NR9 3LB

We may request proof of identity before responding.

10. Cookies and Website Use

Our website may use cookies to improve functionality and user experience.

You can manage cookie preferences through your browser settings.

Further details can be found in our separate Cookie Policy.

11. Marketing Communications

We do not send marketing communications without an appropriate lawful basis.

Where consent is required, you may withdraw it at any time by contacting us.

12. Confidentiality

All healthcare information is treated as confidential.

Information will only be disclosed:

- With your consent;
- Where necessary for your care;
- Where required by law; or
- Where there is an overriding public interest, such as safeguarding concerns or prevention of serious harm.

13. Automated Decision Making

We do not make solely automated decisions that have significant legal or similar effects on patients.

14. Cancellations

- For any cancellations made 48 hours or more before the scheduled appointment: Full refund will be given.

- Cancellations between 48 hours and 24 hours before the scheduled appointment: 50% refund.

- Less than 24 hours before appointment or no-show: No refund. Exceptional circumstances may receive a partial refund at the discretion of the clinic.

15. Changes to This Privacy Notice

We may update this Privacy Notice from time to time.

The latest version will always be available from the Practice and on our website.

Contact Details

Legal address:

3H Clinic
Oak Lodge Business Centre
129 School Lane
Norwich
NR9 3LB

Email info@3hclinic.com

Website www.3hclinic.com