

# Privacy Notice

This privacy notice describes the processing activity undertaken by Cope Opticians Limited, trading as Fairwater Green Opticians (“we”).

## Who we are

When you use our services or where you are employed or engaged by us, we are data controller for your personal data. This means that we are responsible for ensuring your personal data is processed in line with data protection law, including the UK General Data Protection Regulation and Data Protection Act 2018.

We are registered with the Information Commissioners Office. Our registration number Z2 19425

## What we do

As an optometry practice, if you visit us in order to use our services, we will use your personal data for the following purposes:

1. Providing optometry services, including appointment reminders.

In order to use your personal data for these purposes, we must have a lawful basis in data protection law. Where that personal data concerns special characteristics including your health, sex or ethnicity we must also have an exemption to process.

For these purposes, we therefore rely on:

Article 6(1)(b) – processing is necessary for performance of a contract

Article 6(1)(e) – processing is necessary for a public task undertaken in the public interest (where you are an NHS patient)

Article 6(1)(f) – processing is in our legitimate interests\* (where you are a private patient)

\*our legitimate interests are providing you the healthcare service you have requested, and to tell you about eye care products and services that may be relevant to you.

Article 9(2)(h) – processing is necessary to provide health and care

If we are your employer, we will use your personal data for the following purposes:

1. Managing the employment of practice staff

For these purposes, we rely on the following lawful bases:

Article 6(1)(a) – processing is carried out under consent

Article 6(1)(b) – processing is carried out for contract purposes

Article 6(1)(f) – processing is necessary for our legitimate interests\*

\*our legitimate interests are managing your employment with us

Article 9(2)(a) – based on explicit consent

Article 9(2)(b) - processing is necessary for purposes in the field of employment

Article 9(2)(h) – processing is necessary to provide health and care

## Who we share data with

Where you are an NHS patient, we will share your personal data with your NHS healthcare providers where necessary in order to support your care.

Whether you are a private or NHS patient, we will not share your personal data with anyone outside the provision of your care, unless we have a legal obligation to do so.

Your personal data will not be transferred outside the UK.

Depending on the purpose of processing, we will keep your personal data for a defined period of time, after which it will be deleted. For the purposes described above, the following retention periods will apply:

Purpose	Retention
Provision of Optometry Services	Ten years after our last contact with you
Management of employment of practice staff	Ten years after our last contact with you

## Your rights

Under data protection, you have a number of rights in relation to data protection. The application of these is dependent on the lawful basis being used. These include:

- Right to be informed
- Right of access
- Right to rectification
- Right to object
- Right to erasure

You may exercise these rights free of charge except in limited certain circumstances, however, you will always be informed if there is a cost associated. We will provide a response to your request within a month.

If you wish to exercise any of your rights, please contact us at the address below.

## Contact Us

To contact us, please email our director, Andrew Bulleyment. Their email address is [andy@fairwatergreenopticians.co.uk](mailto:andy@fairwatergreenopticians.co.uk)

Our postal address is 3 Chestnut Road, Fairwater, Cardiff CF5 3HR

## Complaints

If you have any complaints regarding our use of personal data, please contact us by one of the above means. In the event we cannot resolve your complaint, you have the right to complain the Information Commissioners Office, the UK data protection regulator.

They can be contacted at: Information Commissioner's Office ([www.ico.org.uk](http://www.ico.org.uk))

Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF Tel: 0303 123 1113