West Kent Anaesthetic Group LLP

Privacy Policy

(version 3)

Effective from: April 2026

1. Overview

This Privacy Policy explains how West Kent Anaesthetic Group LLP ("we", "us", "our") collects, uses, stores, and protects personal information. It applies to patients, referrers, and individuals whose data we process in the course of providing private anaesthetic and pain healthcare services.

We are committed to handling all personal data lawfully, transparently, and securely in accordance with UK GDPR and the Data Protection Act 2018.

2. Who We Are

West Kent Anaesthetic Group LLP
KIMS Hospital
Weavering House
Newnham Court Way
Maidstone
ME14 5FT

Email: practice.manager@wkag-llp.com
Phone: **01622 538122**
Website: www.westkentanaestheticgroup.co.uk

We act as a **Data Controller** for the personal information we hold and use in the provision of anaesthetic services.

3. What Personal Information We Collect

We only collect personal information that is necessary for the safe and effective provision of anaesthetic care. This may include:

Identity and Contact Data

- Name
- Date of birth
- Address
- Contact details

Medical (Special Category) Data

- Relevant medical history
- Details of planned or completed procedures
- Other medical information provided by hospitals, surgeons, or other services which may be required to ensure we are able to deliver safe anaesthetic care
- Other medical information which may be required to ensure safe clinical care as part of the pain services you receive from us

Financial Data

- Insurance details
- Billing information

Website Data

Our website does **not** collect personal data. We do not use analytics, advertising networks, or behavioural tracking.

Only essential cookies are required to ensure the website functions correctly.

4. How We Obtain Personal Information

We obtain personal information in the following ways:

From hospitals, surgeons, and medical secretaries

This is the primary source of patient information. Hospitals and surgeons necessarily provide us with the information required to organise and deliver anaesthetic or pain services as part of your treatment pathway, and to enable us to bill correctly for the services provided to you.

Directly from you

If you contact us by phone, email, or post, or provide information relevant to your care.

5. How We Use Your Personal Data

We use personal data only for purposes directly related to the provision of anaesthetic services, including:

- Assessing suitability for anaesthesia
- Delivering anaesthetic care
- Communicating with you, your surgeon, or the hospital
- Managing quotes, invoices, billing, and issuing receipts
- Meeting legal, regulatory, and professional obligations
- Maintaining accurate clinical records

We will **never** use or share your personal data for marketing or other commercial purposes, outside of the private healthcare services we directly provide to you.

6. Our Legal Basis for Processing

We process personal data under the following lawful bases:

Contract
To provide anaesthetic services as part of your treatment.

Legal Obligation
To comply with medical, regulatory, and record-keeping requirements.

Legitimate Interests
For essential business functions such as billing and administration.

Special Category Data (Medical Information)
Processed under **Article 9(2)(h)** UK GDPR: *Processing is necessary for medical diagnosis, the provision of health care, or the management of health systems.*

7. Who We Share Your Information With

We only share personal information where necessary and appropriate.

Health-related recipients

- Hospitals involved in your care
- Surgeons and clinicians involved in your treatment, including their secretaries
- Private medical insurers
- Authorised and regulated medical billing services companies

Non-health recipients

- Professional advisers (e.g. accountants or lawyers) where required
- IT service providers who support our secure systems

We always endeavour to ensure only the **minimum necessary** information is ever shared, and only where required for legitimate purposes.

We do **not** share data for marketing, analytics, or advertising.

8. How We Store and Protect Your Information

All personal data is stored securely within the UK using appropriate technical and organisational measures to prevent unauthorised access, alteration, or disclosure. We do **not** transfer personal data outside the UK.

9. How Long We Keep Your Information

We aim to retain personal data only as long as necessary to:

- Provide your treatment
- Meet legal and regulatory requirements
- Defend against potential claims

Medical information is retained in accordance with statutory and professional guidelines.

10. Your Data Protection Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request deletion in certain circumstances
- Restrict or object to processing in certain circumstances
- Request data portability

You will not be charged for exercising your rights. We always aim to respond as soon as possible, within one month.

To submit a request, contact: **practice.manager@wkag-llp.co.uk**

11. Cookies

Our website uses only **essential functional cookies** required by Squarespace to operate the site securely.

We do **not** use:

- analytics cookies
- advertising cookies
- tracking technologies

12. Third-Party Links

Our website may contain links to external sites. We are not responsible for their privacy practices and recommend reviewing their privacy notices.

13. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated effective date.

14. How to Complain

If you have concerns about how we use your personal information, please contact us first.

You may also contact the Information Commissioner's Office (ICO):

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline: 0303 123 1113
Website: **www.ico.org.uk**