



Privacy policy

Trines Chiropractic takes the protection of your personal data very seriously. In this privacy policy I would like to inform you about the way I deal with your personal information with the utmost care and respect, in a transparent way as required by the new General Data Protection Law that has come into effect as of 25 May 2018.

1. Information collection and storage

1.1 What type of information do I collect?

1.1.1 through the website

Trines Chiropractic receives, collects and stores any information you enter on my website or provide me in any other way. I may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. I also collect personally identifiable information (including name, e-mail address, communications) and comments.

1.1.2 through the clinic

Trines Chiropractic needs to collect your personal information like your personal identification number (NIF, BSN, NIN etc.) in order to issue a receipt and to be able to identify you in case you request a copy of your personal information. Furthermore I need to collect further personal data (date of birth, address, e-mail address, phone number) and personal information about your health in order to be able to provide you with the best possible care.

1.2 How do I collect information?

When you fill out my contact form or subscribe to my newsletter, Trines Chiropractic collects personal information you give us such as your name and e-mail address. Your personal information will be used for the specific reasons stated below only. Furthermore when you come into the clinic for treatment I will ask you for more personal information as mentioned in 1.1.2.

1.3 Why do I collect such personal information?

Trines Chiropractic collects such Non-personal and Personal Information for the following purposes:

1. To provide you with information and (only if subscribed to the newsletter) keep you updated with monthly news about general health care, chiropractic and updates about the clinic. You will be asked for your consent before submitting your data.
2. To be able to contact my visitors of the website or clinic with regards to confirming appointments, sending receipts and with updates on matters related to their medical care.
3. To be able to provide you with the best possible care. I can only agree to treat you when I am aware of all the information that I will be requesting, especially with regards to the information about your health. You can refuse to provide this information at any time however this might result in me being unable to provide you with treatment.
4. To create aggregated statistical data and other aggregated and/or inferred Non-personal information, which I may use to analyse the use of my website and may use to help improve my services.
5. To comply with any applicable laws and regulations.



1.4 How do I store, use, share and disclose my visitors' and clients' personal information?

My website is hosted on the Wix.com platform. Wix.com provides me with the online platform that allows me to provide you with information and the possibility to contact me. If you sign up to my blog, this is also through the Wix.com platform. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

For my monthly newsletters I use Mailchimp. By subscribing to my newsletter, your data (name and e-mail address) will be stored to my mailing list in Mailchimp's data storage. On the subscribe form you will be explicitly asked for your consent and by ticking this box you will agree with your data being stored to Mailchimp's data storage. You can unsubscribe from this mailing list at any time by clicking the "unsubscribe" button under every e-mail or by sending an e-mail to info@trines-chiropractic.com.

By filling out the contact form on my website, your e-mail address will not be automatically added to the mailing list.

If you follow me on Facebook, Instagram or LinkedIn, or if you follow my blog on my website, any comments or likes you place will be stored on the appropriate provider's data storage.

I collect personal data in the clinic through Crossuite. Your data will be stored to Crossuite's data storage. The system is regularly backed up; double password protected and can only be accessed by your practitioner(s). Your personal records will never be shared with anyone except when it is required for legal purposes.

Trines Chiropractic will use your personal data for the sole purpose of providing you with appropriate care; contact you with regards to this care and for sending you newsletters. You can withdraw your consent at any time by contacting me via info@trines-chiropractic.com. I will never share, transfer or sell your personal data to third parties.

2. Communication

2.1 How do I communicate with my site visitors, newsletter subscribers and clients?

Trines Chiropractic may contact you regarding your medical care, to send receipts, appointment/payment reminders and to reply to your e-mails and questions. For these purposes I may contact you via e-mail, telephone, text messages, Facebook, Instagram, LinkedIn and postal mail. If you wish to not be contacted in a particular way at any point, please contact me at info@trines-chiropractic.com. If subscribed to the newsletter, I will send you my monthly newsletter from which you can unsubscribe at any time as mentioned in 1.4.

3. Cookies and site tracking

3.1 How do I use cookies and other tracking tools?

This website uses cookies; this helps analyse web traffic and tailor the website operations to you as an individual by gathering information about your preferences. I also use traffic log cookies (e.g. Google Analytics) to give me insights in the number of visits, duration of each visit on each page etc. This data helps me to improve my



website and tailor it to my visitor's needs. This data is only used for the purpose of statistical analysis. Cookies do not give any access to your computer or personal data. You can choose whether to accept or decline cookies by modifying your browser settings (most browsers automatically accept cookies). The website functions best if you use cookies.

4. Withdrawing consent and requesting a copy of your data

4.1 How can my visitors withdraw their consent?

If you do not want me to store your data anymore, please contact me at info@trines-chiropractic.com. If you wish to unsubscribe from the newsletter you can do this at any time by clicking on the "unsubscribe" link under each newsletter.

Regarding your personal clinical file, it is a legal requirement to store a patient's records for at least 8 years after your last appointment (or age 25, if this is longer). After this period you can request me to delete your records if you wish.

4.2 Requesting a copy of your personal data

You can at all times request a copy of the personal data that I have stored of you. Please contact me at info@trines-chiropractic.com with your request.

5. Privacy policy updates

Trines Chiropractic reserves the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If I make material changes to this policy, I will notify you here, in the newsletter and on Facebook that it has been updated, so that you are aware of what information I collect, how I use it, and under what circumstances, if any, I use and/or disclose it.

6. Questions and my contact information

If you would like to access, correct, amend or delete any personal information we have about you, or if you have any questions about this privacy policy, you are invited to contact me at info@trines-chiropractic.com or call me on +351 917 482 144.