



GDPR Compliance Document

July 2025

GDPR Compliance Statement

Thompson & Hardwick Optometrists

<https://www.tandhopt.co.uk>

1. Introduction

At Thompson & Hardwick Optometrists, we are committed to protecting and respecting your privacy. This document outlines how we collect, use, store, and protect your personal data in accordance with the General Data Protection Regulation (GDPR).

2. Data Controller

Business Name: Thompson & Hardwick Optometrists

Address: 27 Park Street, Lytham, FY8 5LU

Contact: info@tandhopt.co.uk / 01253794522

3. What Data We Collect

We may collect and process the following categories of personal data:

- Name, address, date of birth, and contact details
- Health and medical information relevant to your eye care
- Appointment history and treatment records
- Payment and billing information
- Communication preferences

4. How We Collect Data

We collect data through:

- Direct interactions (e.g., appointments, forms, phone calls, emails)
- Our website and online booking system
- Referrals from healthcare partners (with your consent)

5. Lawful Basis for Processing

We process your data on the following lawful bases:

- To provide healthcare and optometry services (performance of a contract)
- To comply with legal and regulatory obligations
- With your explicit consent (e.g., for marketing communications)
- For legitimate interests (e.g., business administration, appointment reminders)



GDPR Compliance Document

6. How We Use Your Data

Your data may be used to:

- Schedule and manage appointments
- Provide eye care, treatment, and follow-up
- Communicate with you about your care
- Process payments and manage accounts
- Send appointment reminders and relevant updates
- Comply with legal and clinical obligations

7. Data Sharing

We may share your data with:

- Other healthcare providers (e.g., hospitals, specialists) when necessary for your care
- Service providers (e.g., IT support, payment processors) under strict confidentiality
- Regulatory authorities if required by law

We do not sell or rent your personal data to third parties.

8. Data Security

We have implemented appropriate technical and organisational measures to protect your data against unauthorised access, loss, or misuse. Access to your data is limited to those who need it to provide you with care.

9. Data Retention

We retain your personal data only as long as necessary for the purposes for which it was collected and to comply with legal and regulatory requirements (e.g., medical record retention laws).

10. Your Rights

You have the following rights under GDPR:

- To access your personal data
- To correct or update your data
- To request deletion of your data (where legally permissible)
- To object to or restrict processing
- To withdraw consent (where processing is based on consent)
- To data portability

To exercise any of these rights, please contact us at [Insert contact email].



GDPR Compliance Document

11. Marketing

We will only send you marketing communications with your explicit consent. You can opt out at any time.

12. Changes to This Statement

We may update this GDPR Compliance Statement from time to time. Any changes will be posted on our website.

13. Contact

For any questions or concerns about your data or this policy, please contact:

Data Protection Officer: Howard Palmer

Email: howard.meadow68@gmail.com

Phone: 01253794522