



Privacy Policy Document

July 2025

Privacy Policy

Thompson & Hardwick Optometrists

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

1. Introduction

At Thompson & Hardwick Optometrists, we are committed to protecting your privacy and handling your personal information with transparency and care. This Privacy Policy explains what information we collect, how we use it, and your rights in relation to your personal data.

2. Who We Are

Business Name: Thompson & Hardwick Optometrists

Address: 27 Park Street, Lytham, FY8 5LU

Contact Email: info@tandhopt.co.uk

Phone: 01253794522

3. What Information We Collect

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

- Name, address, date of birth, and contact details
- Health and medical information relevant to your eye care
- Appointment and treatment records
- Payment and billing details
- Communication preferences and correspondence
- Information you provide via our website or social media (e.g., contact forms, online bookings)

4. How We Collect Your Information

We collect information in several ways, including:

- When you register or book an appointment
- During consultations and treatments
- Through our website, online booking system, or social media interactions
- From referrals or other healthcare providers (with your consent)

5. How We Use Your Information

We use your personal data to:

- Provide and manage eye care services



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- Schedule and confirm appointments
- Communicate with you about your care or our services
- Send reminders and updates
- Process payments and manage accounts
- Comply with legal, regulatory, and clinical obligations
- (With your consent) Send marketing communications about our products and services

6. Sharing Your Information

We only share your personal information when necessary, including:

- With other healthcare professionals involved in your care (with your consent)
- With service providers who support our business operations (e.g., IT, payment processors)
- With regulatory authorities, if required by law

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

7. Data Security

We take appropriate technical and organisational measures to protect your data from unauthorised access, loss, or misuse. Only authorised staff have access to your information.

8. How Long We Keep Your Data

We retain your personal data only as long as necessary for the purposes outlined in this policy and to comply with legal and regulatory requirements (such as medical record retention laws).

9. Your Rights

You have the right to:

- Access the personal data we hold about you
- Request correction or updates to your information
- Request deletion of your data (where legally permissible)
- Object to or restrict processing of your data
- Withdraw your consent (where processing is based on consent)
- Request a copy of your data in a portable format

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

10. Marketing



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We will only send you marketing communications if you have given your explicit consent. You can opt out at any time by contacting us or following the unsubscribe instructions in our communications.

11. Cookies & Website Analytics

Our website may use cookies and analytics tools to improve user experience and monitor website performance. You can control cookie preferences through your browser settings.

12. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website and, where appropriate, notified to you.

13. Contact Us

If you have any questions about this Privacy Policy or how we handle your data, please contact:

Data Protection Officer (if applicable): Harward Palmer

Email: howard.meadow68@gmail.com

Phone: 01253794522