

Privacy Policy

Kinnear Consulting Ltd

Last updated: 6 April 2026

1. Introduction

Kinnear Consulting Ltd (“we”, “us”, “our”) is committed to protecting your personal data and respecting your privacy.

This Privacy Policy explains how we collect, use, store, and protect your personal and medical information when you use our website or services.

We adhere to UK data protection legislation including the UK GDPR and Data Protection Act 2018, and apply recognised healthcare confidentiality principles, including the Caldicott Principles.

This policy should be read alongside any other privacy notices we provide at the point of data collection.

2. Data Controller

Kinnear Consulting Ltd is the data controller for the purposes of UK data protection legislation, including the UK GDPR and the Data Protection Act 2018.

If you have any questions about this Privacy Policy or how your data is handled, you can contact us using the details provided below.

3. Information We Collect

We may collect and process the following information:

Personal information

- Name, date of birth, address, contact details
- Identification information where required
- GP details and next of kin where relevant

Medical information (special category data)

- Medical history

- Consultation notes
- Test results and clinical records
- Lifestyle and health-related information relevant to care

Financial and transaction data

- Payment details
- Records of services provided

Technical data

- IP address
- Website usage data
- Cookies and analytics data

Usage and communication data

- Appointment history
 - Correspondence records
 - Preferences for communication
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4. How We Collect Your Information

We collect information through:

Direct interactions

- Booking appointments
- Completing forms
- Email, phone, or online communication
- Consultations and clinical interactions

Automated technologies

- Cookies
- Website analytics
- System logs

Third parties

We may receive data from:

- Payment providers
 - Analytics providers
 - Healthcare professionals involved in your care
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5. How We Use Your Information

We use your information to:

- Provide medical care and treatment
- Manage appointments and bookings
- Communicate with you regarding your care
- Maintain accurate medical records
- Process payments and manage accounts
- Comply with legal and regulatory obligations
- Improve the quality, safety, and effectiveness of our services

We may also use anonymised or aggregated data for audit, service improvement, and clinical governance purposes.

We do not use your personal data for marketing without your explicit consent.

6. Lawful Basis for Processing

We process your data under the following lawful bases:

- Provision of healthcare (Article 9(2)(h) UK GDPR)
- Legitimate interests (e.g. operating our practice safely and efficiently)
- Legal obligations

We also respect the common law duty of confidentiality in relation to your health information.

7. Third-Party Service Providers

In order to provide our services, we use trusted third-party providers:

- Wix – for website hosting, online booking and subscription services
- Halaxy – for secure electronic patient records and clinical management
- Microsoft 365 (including Outlook) – for email communication and administrative processes
- Stripe - for collecting and processing payments

By using our website or booking an appointment, you acknowledge and accept that your personal data may be processed by these third-party providers as part of delivering our services.

We take reasonable steps to ensure that all third-party providers we use are compliant with applicable data protection standards.

8. Responsibility for Third-Party Systems

While we take care in selecting reputable providers, you acknowledge that:

- These systems are operated by independent third parties
- We do not control their infrastructure, systems, or data security processes

To the extent permitted by law:

- We are not liable for any data loss, breach, or system failure arising from the acts or omissions of these third-party providers
- You agree not to hold us responsible for such events where they are outside our reasonable control

Nothing in this section limits our obligations under applicable data protection law.

9. Data Sharing

We may share your information with:

- Healthcare professionals involved in your care
- Laboratories, imaging providers, pharmacies, and specialists
- Regulatory bodies (including RQIA, GMC, SPPG, DoH or ICO where required)
- Payment providers and administrative service providers

We require all third parties to respect your data and only process it in accordance with our instructions and applicable law.

10. International Data Transfers

Some third-party providers (such as Wix, Halaxy, Microsoft and Stripe) may process data outside the UK.

11. Data Storage and Security

We take appropriate technical and organisational measures to protect your data, including:

- Secure electronic systems
- Encryption in transit and at rest where possible
- Role-based access controls
- Staff confidentiality obligations

We limit access to your personal data to those who have a legitimate need to access it.

We have procedures in place to deal with suspected data breaches.

12. Data Retention

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected.

Medical records are typically retained for a minimum of 8 years in line with UK guidance.

Retention periods are determined based on legal, regulatory, and clinical requirements, including guidance from UK health authorities.

13. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request erasure (where applicable)
- Restrict or object to processing
- Data portability
- Withdraw consent where applicable

We may require proof of identity before fulfilling requests and aim to respond within one month. In complex cases, we will keep you informed if additional time is required.

14. Cookies

Our website uses cookies to improve functionality and user experience.

Types of cookies we use include:

- Essential cookies (required for website functionality)
- Performance and analytics cookies

- Third-party cookies

You can manage cookie preferences through your browser settings.

Further details are provided in our Cookie Policy.

15. Data Breaches

In the event of a data breach, we will take appropriate steps in accordance with legal requirements, including assessing risk and notifying the Information Commissioner's Office (ICO) and affected individuals where required.

16. Complaints

If you have concerns about how your data is handled, please contact us in the first instance.

You have the right to lodge a complaint with the Information Commissioner's Office (ICO).

17. Changes to This Policy

We may update this Privacy Policy from time to time.

The latest version will always be available on our website.

18. Contact Details

Kinnear Consulting Ltd
Dundonald Consulting Rooms
1 St John's Wood Park
Dundonald
BT16 1RH

Email: info@drstevenkinnear.com

19. Children's Data

Our services are not intended for children to use independently. Where services are provided to individuals under 18, this must be with parental or guardian consent.

We may request confirmation of parental responsibility where required.

20. Third-Party Links

Our website may contain links to third-party websites, plug-ins, or applications. We do not control these third parties and are not responsible for their privacy practices. We encourage you to review their privacy policies when you leave our website.

21. Failure to Provide Data

Where we are required to collect personal data in order to provide services and you do not provide this information, we may be unable to provide some or all of our services.

22. Change of Purpose

We will only use your personal data for the purposes for which it was collected, unless we reasonably consider that we need to use it for another compatible reason and that use is permitted by law.

If we need to use your data for a new purpose, we will inform you where required.
