



Health Grove Clinic

Health Restored, Life Renewed

Privacy Policy

Last updated: February 9th 2026

1. Who we are

Health Grove Clinic (“we”, “us”, “our”) is committed to protecting your privacy and personal data.

Clinic name: Health Grove Clinic

Location: Berkshire Grove Hospital, White Waltham, Maidenhead, SL6 3TN

Email: info@healthgroveclinic.com

We comply with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. What personal data we collect

We may collect and process the following information:

- **Contact details** – name, email address, phone number
- **Appointment and enquiry information** – details you provide when contacting us
- **Health and medical information** – collected via intake and consent forms through our clinical software
- **Medical history** – collected via our clinical software as part of consultation notes
- **Website usage data** – including IP address, browser type, pages visited, and interactions with our website

Health information is classified as *special category data* and is handled with enhanced confidentiality and security.

3. How we collect your data

We collect personal data when you:

- Contact us via the website or email
- Submit online forms
- Complete intake or consent forms through our clinical management system
- Meet our practitioners for medical appointments
- Interact with our website via cookies, analytics, or advertising tools

4. Use of Cliniko (clinical software)

We use **Cliniko**, a secure, GDPR-compliant practice management system, to manage:

- Patient intake and medical forms
- Clinical records
- Appointment administration

Cliniko processes personal and health data on our behalf under a data processing agreement and applies appropriate security and confidentiality measures.

Their data management policy is here: <https://www.cliniko.com/policies/privacy/>

5. How we use your information

We use your data to:

- Respond to enquiries
- Provide healthcare services
- Maintain accurate clinical records
- Manage appointments and administration
- Improve our website and services
- Meet legal, regulatory, and insurance obligations

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

6. Lawful basis for processing

We process personal data under the following lawful bases:

- **Consent** – where you have explicitly provided it
- **Contract** – to deliver healthcare services
- **Legal obligation** – record keeping and regulatory compliance
- **Legitimate interests** – to operate and improve our services

Special category (health) data is processed for the purposes of healthcare provision.

7. Cookies, analytics, and advertising

Our website uses cookies and similar technologies, including:

- **Google Analytics** – to understand website traffic and usage
- **Meta (Facebook & Instagram) Pixel** – to measure ad performance and show relevant content to users

These tools may collect information such as IP address, device type, pages viewed, and actions taken on the site.

You can manage or disable cookies through your browser settings or via the cookie banner on our website.

8. Advertising & remarketing

We may use Meta advertising tools to show ads to people who have visited our website or interacted with our content. This does **not** include access to personal medical or contact information.

You can control ad preferences directly via your Facebook or Instagram account settings.

9. Who we share data with

We only share data when necessary and appropriate, including with:

- Cliniko (clinical management system)
- Website and IT service providers
- Analytics and advertising platforms
- Professional advisers (e.g. accountants or insurers)
- Regulatory authorities where legally required

All third parties are required to keep your data secure and process it lawfully.

10. Data storage and security

We take appropriate technical and organisational measures to protect your data.

- Digital records are stored securely
- Access is restricted to authorised personnel
- Data is retained only as long as required for clinical, legal, or regulatory purposes

11. Your data protection rights

You have the right to:

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

To exercise your rights, please contact: info@healthgroveclinic.com

12. Third-party links

Our website may contain links to external websites. We are not responsible for the privacy practices of those sites and recommend reviewing their policies.

13. Complaints

If you are concerned about how your data is handled, you have the right to complain to:

Information Commissioner's Office (ICO)

Website: <https://ico.org.uk>

14. Updates to this policy

We may update this Privacy Policy from time to time. The most recent version will always be available on our website.

This version was prepared: February 2026

Due for revision: February 2027