

Privacy Notice

1.	General privacy information
1.1.	<p>This privacy notice tells you what you can expect when the Complementary and Natural Healthcare Council (CNHC) holds personal data about you and applies to information we hold about</p> <ul style="list-style-type: none"> • Registration • Complaints about CNHC registrants from members of the public • Independent individuals involved in the investigation and determination of complaints against registrants • Professional associations with which we have a day-to-day working relationship • Employees • members of the CNHC Board (the company directors)
2.	The CNHC's role
2.1	<p>CNHC was established with government support to register and regulate a wide range of complementary healthcare practitioners and we are approved as the holder of an Accredited Register by the Professional Standards Authority for Health and Social Care (PSA). Our sole purpose is to protect the public. We set standards of education and training, conduct and performance so that our registrants can deliver high quality healthcare throughout their careers. And we require them to keep their skills and knowledge up to date.</p>
2.2	<p>We have clear and transparent processes to investigate complaints against our registrants.</p>
3.	Data Protection
3.1	<p>CNHC is registered as a data controller with the Information Commissioner's Office, Reference Number: Z1361970. Our named contact is Margaret Coats, Chief Executive & Registrar.</p>
3.2	<p>You are entitled to request a copy of the personal data we hold about you. Such a request should be made in writing to Margaret Coats. Our address is CNHC PO Box 428 Bristol BS9 0FB.</p>

3.3	We process data in accordance with our published Data Protection Policy . We retain data for the periods of time necessary for us to perform our duty to protect the public, always acting in the public interest. Please see our Records Retention Schedule
4.	Registration data
4.1	We hold personal data about practitioners who are registered with us. We also hold personal data about practitioners who have applied for registration but have not completed the process, and practitioners who are no longer registered with us.
4.2	We hold data about a practitioner's health and criminal convictions if they have given us this information, or if the police have notified us of a conviction.
4.3	<p>We use personal information provided by practitioners for the purpose of registration, or gathered by CNHC, for the following purposes:</p> <ul style="list-style-type: none"> • To decide eligibility for entry on to the CNHC Register • To enable the general public to search the Register to check registration status • To administer, update and maintain the Register • To process and respond to requests, enquiries and complaints received about a registrant • To communicate with practitioners about CNHC services, events and news, including via email • To analyse trends and profiles and compile statistics • For audit purposes • To survey practitioners • To prevent or detect fraud • To enable third parties to carry out any of the above on our behalf
4.4	<p>We share information about practitioners in the following circumstances:</p> <ul style="list-style-type: none"> • Where we are required to do so by law • When it is in the public interest to do so • When the Professional Standard Authority for Health and Social Care (PSA) requires us to disclose details of any complaint against you • When you have given consent for us to do so <p>We may share your personal data with</p> <ul style="list-style-type: none"> • professional associations • other organisations that are holders of Accredited Registers • statutory health and social care regulators • Disclosure Scotland • Disclosure and Barring Scheme

4.5	<p>The public can see the following information about registrants on the online register:</p> <ul style="list-style-type: none"> • full name • registered discipline • * practice post code that you provide to us • * practice Town/City that you provide to us • * practice telephone number(s) that you provide to us • website address that you provide to us • CNHC registration number • Any current sanctions imposed on you by the CNHC Conduct and Competence Panel. The detailed decision of the Panel is published on our website for the period of time relevant to the sanction. <p><i>*this information can be your home address details if you do not have a separate practice address</i></p>
4.6	<p>Any information you have chosen to provide about your ethnicity, disability or gender is used only to analyse and report in anonymised, aggregate form on the diversity of our registrants.</p>
5.	Complaints from members of the public
5.1	<p>In addition to your personal data, which you provided when you made your complaint against a CNHC registrant, with your explicit consent we hold your client record, as supplied by the CNHC registrant you have complained about.</p>
5.2	<p>When you gave your explicit consent for us to receive your client record (which includes your name), you also gave your consent for a copy of it to be provided to our Case Examiners and members of our Conduct and Competence Panel. This enables us to perform our duty to protect the public.</p>
6.	Independent individuals involved in the investigation and determination of complaints against CNHC registrants
6.1	<p>We hold the personal data supplied by you when you were appointed to your role. Your name is shared with</p> <ul style="list-style-type: none"> • members of the public who have complained about a registrant • the registrant against whom the complaint is made • the wider public by means of a Notice of Decision on our website when you are a member of a panel that imposes a sanction on a registrant.

7.	Professional associations with which we have a day-to-day working relationship
7.1	If you are the named contact for your professional association your personal data may be shared with potential applicants for CNHC registration.
8.	Employees
8.1	We use the personal data provided by you for purposes connected with your employment. Your name is published on the CNHC website.
9.	Board members (the company directors)
9.1	We use the personal data provided by you for purposes connected with your responsibilities as company directors. Your name is published on the CNHC website.

May 2018

Updated: July 2021