**Privacy Policy & Cookies Policy**

**Effective Date:** August 2025

At **Tatrio**, we are committed to protecting your privacy and ensuring your personal data is handled safely, securely, and in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

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

**1. Who We Are**

Tatrio Ltd is a healthcare provider offering clinical services, nursing care, and training. The data controller is **Maria Strickson**, Advanced Nurse Practitioner and founder of Tatrio.

If you have any questions about this policy or your data, you can contact us at:
📧 **info@tatrio.co.uk**

**2. What Information We Collect**

We may collect and process the following personal data:

* Your name, date of birth, and contact information
* Gender, NHS number
* Emergency contact details, Next of Kin
* Medical history and clinical notes, tests results
* Information about care needs including disabilities, home conditions, mobility requirements, general care provisions,
* Photographic proof of ID
* Details of consultations, assessments, prescriptions, and referrals
* Payment and invoicing details (for private services)
* Email or telephone correspondence
* Website usage data (via cookies, see below)

**3. How We Use Your Information**

We use your information to:

* Provide safe and effective clinical care
* Make referrals or issue prescriptions (where clinically appropriate)
* Communicate with you about appointments or follow-up
* Fulfil our legal, regulatory, or insurance obligations
* Improve our services and manage the Tatrio website

We will only use your data where we have a lawful basis to do so.

**4. Sharing Your Data**

We will never sell your data. We may share your data with:

* Your GP, specialist, or healthcare provider (with consent)
* Pharmacies or laboratories (for prescriptions/tests
* Emergency services
* External auditors or inspectors
* Care providers
* Organisations we need to share information with for safeguarding reasons
* Regulatory bodies (if legally required)
* IT service providers or secure data storage services (e.g., clinical systems)

All third parties are required to comply with data protection regulations and only process your information for specified purposes.

**5. Data Storage and Security**

We store your data securely using encrypted systems and limit access to authorised personnel only. We retain clinical records in line with **NHS record-keeping guidance** (typically for 8 years after the last contact).

**6. Your Rights**

You have the right to:

* Access the personal data we hold about you
* Request correction of inaccurate data
* Request deletion of data (where appropriate)
* Object to or restrict certain types of processing
* Withdraw consent at any time (for marketing or optional communications)
* Lodge a complaint with the **Information Commissioner’s Office (ICO)**: [www.ico.org.uk](http://www.ico.org.uk)

**7. Cookies and Website Use**

We may use cookies to improve your browsing experience. You can adjust your browser settings to block cookies if you prefer. No personal clinical data is stored via cookies.

**What Are Cookies?**

Cookies are small text files that improve your browsing experience by remembering preferences and collecting anonymous analytics.

**Types of Cookies We Use**

* **Essential cookies** – Enable site functionality.
* **Analytics cookies** – Help us understand website usage (e.g. Google Analytics).
* **Preference cookies** – Save settings like language.

**Managing Cookies**

You can manage or block cookies through your browser settings. Disabling cookies may affect functionality.

**Third-Party Cookies**

We may use trusted third-party services. These providers follow their own privacy policies.

**8. Changes to This Policy**

We may update this Privacy Policy periodically. The latest version will always be available on our website.

📧 **For any privacy-related queries or requests, please contact:**
**Email:** info@tatrio.co.uk
**Subject line:** Privacy

**Review:**
This policy will be reviewed annually or sooner if there are changes to legislation, clinical standards, or professional guidance.

**Approval:**

* **Version:** 1.0
* **Author:** Maria Strickson
* **Approval Date:** August 2025
* **Next Review Due:** August 2026