**Patient Data Policy for Twins Eyecare**

**Effective Date:** 19/10/2024  
**Review Date:** 01/10/2026

**1. Purpose**

The purpose of this Patient Data Policy is to ensure that Twins Eyecare adheres to the highest standards of privacy and data protection concerning patient information. This policy outlines how we collect, use, store, and protect patient data in compliance with applicable laws and regulations.

**2. Scope**

This policy applies to all employees, contractors, and third-party service providers at Twins Eyecare who handle patient data in any form, including but not limited to electronic records, paper files, and verbal communication.

**3. Definitions**

* **Patient Data:** Any information that relates to an identified or identifiable individual, including personal details, health information, treatment history, and financial information.
* **Confidential Information:** Any information that is proprietary or sensitive and must be protected from unauthorized access.

**4. Data Collection**

Twins Eyecare collects patient data through various means, including:

* Patient registration forms
* Medical history questionnaires
* Consultation and examination records
* Billing and payment information

All data collected will be relevant and necessary for providing eyecare services.

**5. Data Use**

Patient data will be used for:

* Providing and managing optometric care
* Communicating with patients about appointments and treatments
* Billing and insurance processing
* Conducting quality assurance and improvement activities
* Complying with legal and regulatory requirements

**6. Data Storage and Security**

* **Electronic Records:** Patient data will be stored securely in encrypted databases with restricted access.
* **Physical Records:** Paper records will be kept in locked cabinets in secure areas, accessible only to authorized personnel.
* **Data Retention:** Patient data will be retained for a minimum of [Insert Duration] in compliance with legal requirements and will be securely disposed of when no longer needed.

**7. Data Sharing and Disclosure**

Twins Eyecare will not share patient data with third parties without explicit consent, except in the following cases:

* To comply with legal obligations
* To facilitate care through referrals to other healthcare providers
* To process payments with insurance companies

Any third-party service providers must adhere to this policy and maintain the confidentiality of patient data.

**8. Patient Rights**

Patients have the right to:

* Access their personal data
* Request corrections to their data
* Withdraw consent for data processing (where applicable)
* File complaints regarding data protection violations

**9. Staff Training**

All employees will receive training on data protection policies and practices to ensure compliance with this policy. Regular refresher courses will be provided.

**10. Policy Review**

This policy will be reviewed annually and updated as necessary to reflect changes in legal requirements, operational practices, or technology.

**11. Contact Information**

For any questions or concerns regarding this policy, please contact:

**Data Protection Officer**  
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