

SightWatcher: Privacy Policy

Introduction

SightWatcher is a trading name for SightWatcher Ltd, Reg Co Number 15442400.

At SightWatcher your data protection is of paramount importance. We will only collect data to ensure we deliver the best possible service for your ongoing eye health care. In this policy we will outline how, when, and why we will use and collect your personal information, and the limited conditions we may disclose it to others.

Data Collection

We will collect your basic contact information such as, name, date of birth, address and contact number. To provide you with the best possible care we will also ask for any relevant current and past health conditions, medications, previous examination results, lifestyle and payment details. Additionally, we will also store any information from other healthcare providers, relevant to your eye care.

Data Use

We will use this data for appointment reminders and the delivery of services. We will also need this information to process transactions for any services you purchase.

We may need to share your personal data with other optometrists, medical professionals, health and social care providers or the NHS. Other third parties who have a legal right to access your personal information, such as the police and auditors, may also receive your data if required by law.

Data Retention

We will keep personal information for as long as is reasonably necessary to provide products and services, and to maintain records as needed to satisfy tax and other legal requirements, as well as to protect and defend against claims.

Data Sharing

We may share your personal information to healthcare professionals such as the NHS. For the detection and prevention of fraud and criminal activity, we may share your personal information to other organisations such as the police. If a claim is made, we may pass personal information to our insurers.

If you are an NHS patient, we are obliged to provide the portion of your record that relates to NHS services to authorised persons within the NHS (who are in turn subject to a duty of confidentiality). This is typically done to confirm that we have provided the NHS services that we have been paid for, and to improve quality of care. The NHS may contact you to ask if you have received services (such as a sight test or spectacles) as part of this monitoring.

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We adhere to the guidelines of the College of Optometrists and the Data Protection Act and will not pass any of your personal information to a third party without your consent unless there is a clear public interest duty to do so. You will need to provide consent if you wish us to share your information with another optometrist.

Your Rights

You have the legal right to access any personal information that we hold about you. If you wish to see your records, please contact us using the details below, and we will respond as quickly as possible, within a maximum of 30 days. An administrative charge may apply for providing copies of your records.

If you would like us to change or erase any of your data, we will do so promptly while ensuring compliance with legal and regulatory obligations.

If you require independent advice, you may contact the Information Commissioner's Office at www.ico.gov.uk.

If you have any queries regarding this policy, please contact us, and we will be happy to assist.

Privacy Policy Updates

We may update this privacy policy from time to time. Our most up to date privacy policy is available on our website.

Last updated: February 2025

Next Review: February 2025

Contact Us

If you have any questions, please write SightWatcher Ltd, 71-75 Shelton Street, Covent Garden, London, United Kingdom, WC2H 9JQ. Alternatively you can email help@sightwatcher.com or call 07483 194910.

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