

JAPAN GREEN MEDICAL CENTRE LIMITED PRIVACY POLICY

This is the privacy policy for Japan Green Medical Centre Limited (**JGMC, we, us, our**). It explains how and why we use personal data, and what we do to ensure information is kept safe and secure in accordance with applicable data protection and privacy laws including the UK Data Protection Act 2018 (**DPA 2018**) and the UK GDPR (being the EU General Data Protection Regulation 2016/679 in the form retained in the UK after Brexit) (**Data Protection Laws**).

This policy explains:

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1. Who we are, and how to contact us

We are Japan Green Medical Centre Limited, a limited company with registered number 02396001, having our registered office and main place of business at Japan Green Medical Centre Limited, 10 Throgmorton Avenue, London, EC2N 2DL, United Kingdom. We are registered as a data controller with the Information Commissioner's Office (**ICO**) with registration number Z483616X.

If you have questions about this policy or your personal data, please contact our Data Protection Team by writing to our office address or by emailing reception@japangreen.co.uk with the subject line "Data Protection".

For the purposes of Data Protection Laws, we are a controller. This means we are responsible for deciding how and why we use personal data, and for keeping it safe.

2. When we collect personal data

We collect personal data (meaning information which relates to an identifiable individual) in a number of ways. These are described in more detail below.

Personal data we collect from you

Often the personal data we hold is provided to us by the person it relates to, for example when someone:

- enquires about our services (for example, by telephone or email) or fills in a form on our website;
- registers to become a patient; or
- provides us with their contact details and asks to receive news or correspondence.

We also process personal data relating to our dealings with that individual, which can include:

- information (including sensitive health personal data) generated in the course of providing medical and healthcare services;
- contact details included in correspondence;
- bank details relating to payments we receive;
- recordings of telephone consultations; and
- images and video from CCTV outside our clinic.

Personal data received from third parties

We are sometimes provided with personal data by third parties, including related individuals, insurance providers, third party medical practitioners and other healthcare service providers (including NHS trusts). For example:

- your information might be provided to us by a patient who has listed you as their next of kin or emergency contact;
- if you are an employee of a corporate client, your employer may provide us with personal data about you;
- if you are a patient with medical insurance, your insurer may provide us with personal data (for example, regarding your policy); and
- we may receive personal data from other medical practitioners or healthcare services (for example, test results from a laboratory, or records from a hospital that has treated you).

3. What personal data we collect and who it relates to

Depending on whether or not you are a patient, the personal data we collect may include:

- personal details and contact information (such as name, address, telephone and email address);
- health information (including medical records, details of treatments we have provided, clinical photography and images from ultrasounds, x-rays and scans, referrals to and from other healthcare providers, notes and reports about your health);
- recordings of external telephone calls, including with patients;
- information about relationships to others (e.g. details of family and next of kin);
- bank or payment card details;
- correspondence and communication between you and us;
- feedback or complaints you provide about our services;

- details of your employer, or insurance status; and
- CCTV images (see part 6 of this policy for further information).

We may process other types of personal data, including additional categories of “sensitive personal data”, particularly in relation to our patients. This will include medical and health information, and may also include information about an individual’s race or ethnicity, religious beliefs or sexual orientation. Please see section 5 of this policy for further details.

We also process personal data on individual contacts at businesses and other organisations (such as representatives of other care providers, service providers, or professional advisers). We use this information for the purpose of our legitimate interests in running JGMC and building relationships with suppliers and other organisations.

Children and vulnerable persons

Some of the personal data we collect and process relates to children or vulnerable persons (for example, adults who are physically or psychologically vulnerable). We take extra care to ensure that personal data relating to such people is protected. If we require consent for the processing of personal data and the relevant individual does not have sufficient capacity to provide consent (as may be the case for children under 16 and some vulnerable adults) we will ask for consent from a parent or guardian.

We have a Children’s Privacy Policy which explains how and why we use personal data in age-appropriate language for children (please see section 17 of this policy for further details). A copy of this can be found on our website and hard copies are available on request.

4. Why we process personal data

We use personal data because we need to for one or more of the following reasons:

- to provide healthcare services to an individual (for example, to perform a contractual obligation we owe that individual);
- in order to comply with legal and professional obligations (such as record-keeping requirements, permitting regulatory audits, or disclosing information where required by Data Protection Laws and other applicable laws);
- to pursue our legitimate interests in operating and promoting the success of our business (such as using personal data for staff training, or contact details for marketing purposes);
- to pursue the legitimate interest of providing a safe environment for patients and staff (by using CCTV); and
- in an emergency we may use personal data to protect the vital interests of our patients.

If we process sensitive personal data (typically in relation to patients and occasionally their families), this is usually because we need to in order to provide medical treatment or healthcare services. However, we may also use this information because:

- the individual has provided their explicit consent to our doing so;
- in an emergency, we need to do so to protect the life of someone who is unable to provide consent; or
- we need to in order to establish, exercise or defend a legal claim.

5. Patient health data

We process sensitive health data (which Data Protection Laws class as ‘Special Category Personal Data’) in connection with the healthcare services we provide. This may include:

- (a) data concerning health;
- (b) racial or ethnic origin data;
- (c) genetic data; and
- (d) data concerning an individual's sex life or sexual orientation.

In each case:

- (a) such data are processed because the processing is necessary for:
 - (i) the performance of a contract with the data subject (Article 6(1)(b) UK GDPR) (i.e. a contract to provide healthcare and treatment) whilst the relevant individual is a patient.
 - (ii) our legitimate interests in operating a healthcare business (Article 6(1)(f) UK GDPR). This includes complying with healthcare industry standards, staff training and (in the case of telephone recordings described in Paragraph 6 of this policy) keeping records to ascertain the facts of a matter;
 - (iii) to comply with a legal obligation (Article 6(1)(c) UK GDPR) (such as a legal obligation to maintain healthcare records); and
- (b) our additional condition for processing special category data is that the processing is necessary for healthcare purposes (Paragraph 2(1) Schedule 1, DPA 2018 and Article 9(2)(h) UK GDPR) including preventive or occupational medicine, the assessment of the working capacity of an employee, medical diagnosis and the provision of healthcare or treatment.

In accordance with section 11(1) DPA 2018, the processing of Special Category Data described in this Paragraph 5 shall only be carried out by or under the responsibility of a health professional (as defined in section 204(1) DPA 2018), or by another person who in the circumstances owes a duty of confidentiality under an enactment or rule of law.

6. Recording telephone calls

JGMC routinely records external telephone calls (incoming and outgoing) with patients, unless the patient has chosen to object to the recording and opt-out, which can be done easily by following the in-call instructions.

We record telephone conversations for the following purposes, which are in our legitimate interests in accordance with Article 6(1)(f) UK GDPR.

- (a) Quality Assurance: to ascertain compliance with applicable regulations and related practices and procedures, including healthcare provider regulations.
- (b) Fact checking: to establish the existence of facts relevant to JGMC's business and protect our staff and patients. For example if there is a complaint made by a patient or if a patient is verbally abusive towards a member of our staff.
- (c) Staff Training: to ascertain or demonstrate the standards that are expected to be achieved by staff, for example, for quality control or staff training.

In addition to the content of the telephone call, we keep a log of the caller's number as well as the date and time of the call.

We are aware that telephone calls between patients and JGMC staff may include confidential health information of a very private nature, and we have taken extensive steps to ensure that patients' data protection rights are protected. In particular, we have done the following:

- Patients are given the ability to simply and easily opt-out of and object to call recording;
- The fact that calls are recorded is clearly notified to patients by in-call messages in English and Japanese;
- Recordings are automatically deleted after 30 days unless there is a compelling lawful reason for retaining them for longer (for example, a complaint by a patient or abuse towards JGMC staff);
- Recordings are stored in a secure encrypted format in a UK data centre. Access is strictly controlled and any access is logged and will only be permitted where absolutely necessary;
- We work with a specialist telecommunications service provider who has provided legally binding promises and guarantees of security to ensure your personal data is protected; and
- Recordings can be deleted on request in accordance with an individual's data subject rights under UK GDPR.

If you have any questions regarding our use of telephone call recording or wish to have a call recording deleted, please contact us by emailing reception@japangreen.co.uk or by calling 020 7330 1750.

7. Information for job applicants

We collect, store and use personal data about individuals who apply to join JGMC. This may include information:

- provided to us (such as in CVs, application forms, and through correspondence);
- provided during an interview;
- obtained from previous employers and referees;
- provided to us by recruitment agencies; and
- received as a result of our carrying out background checks (such as checks for criminal convictions with the Disclosure and Barring Service).

We may carry out a check for criminal convictions in order to satisfy ourselves that there is nothing in an applicant's history which makes him or her unsuitable for the role. We do this because working with us involves a high degree of trust and integrity (as our staff deal with vulnerable people and will have access to health data and other confidential information).

We only carry out criminal records checks and ask for references at the last stage of the application process, when making an offer of employment, and always act in accordance with the specific requirements of Data Protection Laws and other applicable national laws when doing so. We have in place an appropriate policy document and safeguards which we are required by law to maintain when processing such data.

How we use applicant information

We use the personal data we collect to:

- assess an applicant's skills, qualifications, and suitability for a role;
- carry out background and reference checks;
- communicate with an applicant about the recruitment process;
- keep records related to our hiring process; and
- comply with legal or regulatory requirements.

We do all of this either because it is necessary in order for us to enter into a contract of employment or because we have a legitimate interest in ensuring an applicant is suitable for a particular role. Without this personal data, we will not be able to process an application successfully.

If we need to process sensitive personal data about a job applicant, for example disability information in order to consider whether we need to provide appropriate adjustments during the recruitment process, we will ask for explicit consent to do this at the time at which we request the data or ensure that we satisfy another lawful condition for collecting such sensitive data, as explained in our appropriate policy document.

Retention of applicant information

We normally retain personal data about unsuccessful applicant for between 3 and 6 months from the time we inform them of our hiring decision. We retain personal data for this period so we can demonstrate, in the event of a legal claim, that we have not discriminated against an applicant and that the recruitment process was fair and transparent. After this period, we will securely destroy the applicant's personal data. If we wish to retain personal data on file, in case future opportunities arise, we will contact the applicant and ask for his or her consent to do so.

If an applicant is successful, some of the personal data provided in the application process will be stored as part of the staff member's personnel file, and any unnecessary information will be securely destroyed.

8. How we use CCTV

Acton Clinic

We have CCTV at the entrance to our Acton Clinic in order to protect the security of our clinic and the safety of the people within it. We have a single CCTV camera located on the exterior of the building which records video images of persons entering and leaving the clinic. A notice is posted below the camera to ensure that people are aware of CCTV image recording.

Images recorded by CCTV are stored for a period of 30 days, after which they are automatically deleted. Access to CCTV images is restricted to designated staff, who will only view the recording where necessary. We only share CCTV with others in exceptional circumstances (such as requests from law enforcement) or if required by law (such as pursuant to a court order or data subject access request). If there is a possibility of recordings being made public (for example, to assist in the identification of an offender) we will consult with and take into account the wishes of any other persons who might be affected, although we will usually blur or disguise the faces of individuals where possible.

Our staff are required to comply with a strict policy regarding the use of access to CCTV, and we adhere to the guidance on video surveillance (including the use of CCTV) produced by the ICO which can be found here: <https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/cctv-and-video-surveillance/guidance-on-video-surveillance-including-cctv/>

City Clinic

There may be third party CCTV in or around the City Clinic building (for example outside the building) which is not owned by JGMC as it does not occupy or control the entire building, but there is no CCTV in the City Clinic itself. JGMC is not a controller in respect of any CCTV around or outside the City Clinic building and enquiries regarding it should be directed to the building's management.

9. Communications

We use personal data to contact people as part of the services we provide, and when we need to in order to operate our medical practice. For example, we may contact patients to remind them about an appointment or let them know their results are ready. We might do this through a phone call, text message, email or by post.

We will only contact you personally with email marketing communications if you have specifically asked to receive marketing.

We sometimes send emails to other companies and organisations without their prior consent. We do this in order to promote our services and build relationships. If we have contacted you like this, it is because we think these communications may be of interest or relevance to you (usually on the basis of our previous dealings with you or a recommendation from a third party).

You can change how you hear from us or unsubscribe from marketing at any time by clicking the “unsubscribe” link on any of our emails, or by emailing reception@japangreen.co.uk with the subject line “unsubscribe.”

10. Cookies and our website

We collect personal data about visitors to our website if they choose to provide such information (such as by filling in a website form). We also collect certain other information using cookies including Google Analytics, as explained below.

Cookies

Our website uses “cookies” to enhance your experience and enable certain functionality. Web browsers place cookies (a small file of letters and numbers) on hard drives to distinguish website users for record-keeping purposes and sometimes to track information (such as repeat visits). You can choose to set your web browser to refuse cookies, or to alert you when cookies are being sent. However, if you refuse to allow cookies, this may interfere with your ability to use the site.

If you consent by ticking the ‘Analytics’ box on the cookies pop-up banner on our website (also accessible by clicking the ‘C’ button at the bottom of the website), then we will also use Google Analytics, a web analytics service provided by Google, Inc. (**Google**), which gathers information about website use by means of cookies. As we use the default implementation of Google Analytics, the usage data which we collect is limited to:

- Number of users
- Session statistics
- Approximate geolocation
- Browser and device information

The data collected by Google Analytics is used to assess your activity on our website, compile statistical reports on overall content interaction, and provide other services related to website activity and internet usage.

You can opt out of our use of Google Analytics at any time by clicking on the ‘C’ icon at the bottom of our website and unticking the ‘Analytics’ box.

More information on Google Analytics and the default implementation is available here: <https://support.google.com/analytics/answer/12159447?hl=en>

You can opt-out of all Google’s use of Google Analytics by installing the Google Analytics Opt-out Browser Add-on available here: <https://tools.google.com/dlpage/gaoptout>

For more information on our use of cookies, please contact us using the details set out in section 1 above.

Hyperlinks to other sites

Our website contains hyperlinks to third-party websites (such as private hospitals). We are not responsible for the content or functionality of any of those external websites. If an external website requests personal data from you the information you provide will not be covered by this policy. We suggest you read the privacy policy of any website before providing any personal data.

11. Recipients of personal data

Personal data you provide to us will be kept private and confidential in accordance with our obligations under Data Protection Laws and our professional obligations of confidentiality. We will only disclose or share personal data with other data controllers where this is required for the following purposes and provided that we can satisfy the requirements of Data Protection Laws, including with respect to international transfers of personal data outside the UK (see section 14 of this policy):

- to provide patients with medical and healthcare services. This may be the case, for example, where a patient's employer or insurer requests medical information about the patient and the patient explicitly consents to such sharing. Alternatively, an employer may request us to share certain healthcare treatment related personal data relating to their employees (being patients of JGMC) with certain third parties, such as the employer's nominated service providers or insurers in order for the costs of such medical and healthcare services to be processed, where the patient has agreed with us to this arrangement;
- where we are legally required to disclose personal data, such as where we are required to provide information to law enforcement, or pursuant to a request from a regulator or a court order;
- where we have satisfied ourselves that we have another lawful basis for sharing your personal data; or
- in connection with a business reorganisation, merger, acquisition or other corporate transaction, in order to allow the parties to evaluate the transaction and to ensure that our patients continue to receive services without interruption.

We also sometimes share personal data with third parties who provide services to JGMC. However, these service providers will only process personal data on our behalf, for specified purposes, and in accordance with our strict instructions.

We only use third party service providers who have provided sufficient guarantees that your personal data will be kept safe, and we always ensure there is a written contract in place which protects your personal data and prevents it from being used for any purpose other than providing services to JGMC.

12. How long we store personal data for

We only store personal data for as long as is necessary for the purpose(s) it was collected for, or for related compatible purposes (such as record keeping, in order to comply with legal and regulatory requirements and because information may be required if a legal claim later arises).

In the case of patients (and related individuals such as next of kin) we store personal data for the duration of the treatment. We will then store the information for the periods set out in table below.

Telephone recordings	30 days (unless there is reason to store the recording for longer)
CCTV recordings	30 days (unless there is reason to store the recording for longer)
Patients under age 17 at the date of treatment	Until the patient's 25 th birthday
Patients aged 17 at the date of treatment	Until the patient's 26 th birthday
Patients who have died before age 18	8 years from the patient's death
Patients treated by a GP	10 years from the last record entry
Obstetric, maternity, ante-natal and post-natal records	25 years
Cancer and oncology records, and records of long term re-occurring illnesses	30 years
Mental health records	Up to 20 years
Contraception, sexual health, family planning and genito-urinary medicine	Between 8 and 10 years for adults, depending on the type of treatment

Other types of record may be stored for different periods, and we adhere to the best practice retention recommendations contained within the Records Management Code of Practice for health and care records. For further information and a detailed breakdown of our retention periods, please visit <https://transform.england.nhs.uk/information-governance/guidance/records-management-code/>

In all other cases, we will determine the appropriate retention period for personal data by considering the amount, nature, and sensitivity of the personal data, the potential risk of harm from its unauthorised use or disclosure, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

Once personal data is no longer required it will be securely destroyed.

13. How we keep personal data safe

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, damaged or destroyed, altered or disclosed. This includes both physical security measures (such as keeping paper files in secure premises) and electronic security technologies (such as device encryption and anti-virus protection).

We limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to strict legal and contractual confidentiality obligations.

We have put in place procedures to deal with any suspected personal data breach and will notify you, the ICO and any other relevant regulatory body of a breach when legally required to do so.

14. International transfers

We normally only store personal data within the UK. However, some of the companies which provide us with third-party services, and some of the organisations with which we share personal data, (see section 11 above), may be based elsewhere. Before using such service

providers or sharing personal data with such organisations, we will take steps to make sure that any personal data they process is adequately protected and transferred in accordance with Data Protection Laws, usually by one or more of the following methods:

- ensuring the recipient is in a country which has been approved as providing adequate protection for personal data in accordance with Data Protection Laws;
- (if the recipient is based in the United States) ensuring the recipient is indicated on the [Data Privacy Framework List](#) as participating in the UK Extension to the EU-US Data Privacy Framework (EU-US DPF) and the transfer will be subject to the [EU-US DPF Principles](#) upon receipt by the recipient;
- implementing appropriate safeguards such as requiring the recipient to enter into Standard Data Protection Clauses approved in accordance with Data Protection Laws; or
- Data Protection Laws otherwise permit us to make the transfer.

If you would like more detailed information on the measures and safeguards which we implement for such data transfers, then please contact us using the details set out in section 1 above.

15. Your rights as a data subject

As a data subject, Data Protection Laws provide you (whether a patient, recruitment candidate or other individual) with certain rights in relation to your personal data. These are as follows:

- **The right to access your personal data.** This enables you to receive a copy of the personal data we hold about you.
- **The right to request correction or completion of personal data.** This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **The right to request erasure of your personal data.** This enables you to ask us to delete or remove personal data (though this may not apply where we have a good, lawful reason to continue using the information in question). You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below).
- **The right to object to processing of your personal data.** You can object to us processing personal data for legitimate interests purposes (this includes opting out of telephone recordings) or for direct marketing.
- **The right to restrict how your personal data are used.** You can limit how we use your information (primarily to storage or for use in legal claims).
- **The right to have a portable copy or transfer your personal data.** Upon your request, we will provide you, or (where technically feasible) a third party, with a copy of your personal data in a structured, commonly used, machine-readable format. Note this only applies to automated information we process on the basis of your consent or in order to perform a contract.
- **The right to withdraw consent.** If we are relying on consent to process your personal data you have the right to withdraw that consent at any time.

Responding

We try to respond to all personal data requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. Please also bear in mind that there are exceptions to the rights above and some situations where they do not apply.

We may need to request additional information from you to help us confirm your identity. This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you to clarify your request.

Fees for making a request

You will not normally have to pay a fee to access your personal data (or to exercise any of your other rights). However, we may charge a reasonable fee if your request is unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

How to make a request

If you want to exercise any of the rights described above, please contact our Data Protection Team by writing to Japan Green Medical Centre Limited, 10 Throgmorton Avenue, London, EC2N 2DL, United Kingdom or emailing reception@japangreen.co.uk, clearly stating the nature of your request. JGMC can provide you with a template request form to assist you in making your request.

Your right to complain to the Information Commissioner's Office

You have the right to complain to the Information Commissioner's Office if you are not satisfied with our response to a data protection request or if you think your personal data has been mishandled. For further information on how to make a complaint, please visit <https://ico.org.uk>.

16. Updates to this policy

We will update this policy from time to time, so please check back. The current version will always be posted on our website. This policy was last updated on 21st October 2025.

17. Children's Privacy Policy

A “Children friendly” policy has been added to this “Privacy policy” as a supplemental policy and a copy will be made available to children when visiting our clinics. A copy may also be requested using the details provided above.