

Mallon and Taub Privacy Notice

1. Introduction

This is Mallon and Taub's Privacy Notice. Mallon and Taub Ltd is the Data Controller for your information.

As part of the services we offer, we are required to process personal data about our staff, our service users and, in some instances, the friends or relatives of our service users and staff. "Processing" can mean collecting, recording, organising, storing, sharing or destroying data.

We are committed to being transparent about why we need your personal data and what we do with it. This information is set out in this privacy notice. It also explains your rights when it comes to your data.

If you have any concerns or questions please contact us:

via email at info@mallonandtaub.com,

by calling 020 79358200,

or by visiting our practice in Marylebone at 63 Paddington Street, London W1U 4JF

2. Patients and Service Users

What data do we have?

So that we can provide a safe and professional service, we need to keep certain records about you. This includes:

- Basic details and contact information: Your name, date of birth, address, telephone number(s), email address and occupation.
- NHS details: Your NHS number and details of any NHS eligibility or optical vouchers.



- Clinical and medical records: Your ocular history, family medical history, prescription details, clinical photographs (retinal/OCT scans), and lifestyle factors.
- Financial details: How you pay us for your care, billing addresses and transaction histories.

We also record special category data (physical or mental health data) and may record race, ethnic origin, or religion when relevant to your clinical care.

Why do we have this data?

We process your data primarily to fulfil our contract with you (providing eye care and eyewear) and to pursue our legitimate interest in providing optometry services. By law, we rely on UK GDPR Article 9(2)(h) for processing clinical data for health care provision and medical diagnosis.

Where do we process your data?

Your data is collected from you or your legal representatives and shared with third parties such as the NHS Business Services Authority, hospitals, GPs, and our secure software laboratory partners.

3. National Data Opt Out

We review all of our data-sharing practices against the national data opt-out operational policy.

The National Data Opt-Out gives everyone in England the ability to stop health and social care organisations from sharing their confidential patient information for purposes beyond their individual care—specifically for research and planning.

- Our Practice Compliance: Our practice does not currently share your confidential patient information with third parties for research or planning purposes. If we ever plan to do so in the future, we will check our patient records against the national registry to ensure we respect your opt-out preferences.
- Exceptions: The opt-out does not apply when your data is shared for your direct clinical care (such as a hospital eye referral), for invoice validation (processing NHS GOS payment claims), or where there is an overriding legal obligation or public interest mandate.

- Managing Your Choice: You do not need to do anything if you are happy for your data to be used by the wider NHS for research. However, if you wish to view, set, or change your data-sharing preferences, you can do so at any time via the official NHS Your Data Matters Portal or through the "Your Health" section of the NHS App.

4. Staff

What data do we have?

So that we can provide a safe and professional service, we need to keep certain records about you. We may record the following types of data:

- Your basic details and contact information e.g. your name, address, date of birth, National Insurance number and next of kin;
- Your financial details e.g. details so that we can pay you, insurance, pension and tax details;
- Your training records.

We also record the following data which is classified as "special category":

- Health and social care data about you, which might include both your physical and mental health data – we will only collect this if it is necessary for us to know as your employer, e.g. fit notes or in order for you to claim statutory maternity/paternity pay

As part of your application you may – depending on your job role – be required to undergo a Disclosure and Barring Service (DBS) check (Criminal Record Check).

Why do we have this data?

We require this data so that we can contact you, pay you and make sure you receive the training and support you need to perform your job. By law, we need to have a lawful basis for processing your personal data.

We process your data because we have a legal obligation under UK employment law and a legitimate interest in managing our staff effectively.

- We have a legal obligation under UK employment law;

- We are required to do so in our performance of a public task;

We process your special category data because

- It is necessary for us to process requests for sick pay or maternity pay.

If we request your criminal records data it is because we have a legal obligation to do this due to the type of work you do. This is set out in the Data Protection Act 2018 and the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. We do not keep a record of your criminal records information (if any). We do record that we have checked this.

We may also process your data with your consent. If we need to ask for your permission, we will offer you a clear choice and ask that you confirm to us that you consent. We will also explain clearly to you what we need the data for and how you can withdraw your consent.

Where do we process your data?

As your employer we need specific data. This is collected from or shared with:

1. You or your legal representative(s);
2. Third parties.

We communicate with you primarily face-to-face, via telephone, email, and post.

Third parties are organisations we have a legal reason to share your data with. These include:

- His Majesty's Revenue and Customs (HMRC);
- Our payroll and pension providers.
- Organisations we have a legal obligation to share information with i.e. for safeguarding, the GOC, the NHS;
- The police or other law enforcement agencies if we have to by law or court order.
- The DBS Service

5. How do we store your personal information?

Your information is securely stored for the time periods specified in the [Records Management Code of Practice](#). We retain medical records in line with statutory optometry requirements (typically 7-10 years). We destroy paper records via secure shredding and securely wipe digital records.

Our Website

In order to provide you with the best experience while using our website, we process some technical information such as your IP address and browser type through the use of essential cookies.

Your rights

The data that we keep about you is your data and we ensure that we keep it confidential and that it is used appropriately. You have the following rights when it comes to your data:

1. You have the right to request a copy of all of the data we keep about you. Generally, we will not charge for this service;
2. You have the right to ask us to correct any data we have which you believe to be inaccurate or incomplete. You can also request that we restrict all processing of your data while we consider your rectification request;
3. You have the right to ask that we erase any of your personal data which is no longer necessary for the purpose we originally collected it for. We retain our data in line with the [Information Governance Alliance's guidelines](#).
4. You may also request that we restrict processing if we no longer require your personal data for the purpose we originally collected it for, but you do not wish for it to be erased.
5. You can ask for your data to be erased if we have asked for your consent to process your data. You can withdraw consent at any time – please contact us to do so.
6. If we are processing your data as part of our legitimate interests as an organisation or in order to complete a task in the public interest, you have the right to object to that processing. We will restrict all processing of this data while we look into your objection.

You may need to provide adequate information for our staff to be able to identify you, for example, a passport or driver's licence. This is to make sure that data is not shared with the wrong person inappropriately. We will always respond to your request as soon as possible and at the latest within one month.

If you would like to complain about how we have dealt with your request, please contact:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

<https://ico.org.uk/global/contact-us/>

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