

Unsolicited Personal Information Policy

1. Introduction

This Unsolicited Personal Information Handling Policy outlines the procedures and guidelines for managing unsolicited personal information received by MTHFR Support via email. This policy ensures that personal information is handled responsibly and in compliance with privacy laws, particularly when it pertains to individuals not under the direct care of our health clinic.

2. Purpose

The purpose of this policy is to define the procedures for handling unsolicited personal information received via email to protect the privacy, security, and confidentiality of individuals' personal information, as well as to comply with relevant data protection and privacy regulations.

3. Scope

This policy applies to all employees and contractors of MTHFR Support who handle or have access to unsolicited personal information received via email.

4. Definitions

Unsolicited Personal Information: Personal information received via email that was not solicited or expected by MTHFR Support and pertains to individuals who are not currently patients or clients of the clinic.

5. Procedures

5.1. Initial Handling

Upon receiving an email containing unsolicited personal information, the recipient should immediately determine its nature. If the email contains personal information of individuals not under the care of our health clinic, it is considered "unsolicited."

5.2. Non-Disclosure and Disposal

Personal information that is unsolicited and not necessary for the healthcare clinic's operations should not be disclosed to any party within or outside the organisation.

Unsolicited personal information should be securely stored and then disposed of as soon as possible to prevent accidental disclosure or unauthorized access.

5.3. Reporting

The recipient of the unsolicited personal information should report the incident to the Clinic Manager.

Reporting should include details of the unsolicited information, the sender, and any potential risks associated with the data.

5.4. Notification

If the unsolicited personal information appears to be sensitive or poses a potential risk to the individuals involved, then they will be contacted, and the sender will also be notified that they have sent unsolicited material.

MTHFR Support will assess the need for notification to the affected individuals and relevant regulatory authorities. Notification will be conducted in compliance with applicable data protection laws and regulations.

5.5. Prevention Measures

MTHFR Support will implement measures to prevent the receipt of unsolicited personal information via email, this will include blocking unsolicited email accounts, and/or marking the sender as a phishing scam, and/or adding the sender to the spam inbox.

6. Privacy Officer Responsibilities

The Privacy Officer or designated privacy personnel will be responsible for overseeing and enforcing this policy. They will ensure that all incidents involving unsolicited personal information are appropriately documented, investigated, and resolved.

7. Compliance and Audit

Regular audits and compliance checks will be conducted to ensure adherence to this policy and relevant privacy regulations. Non-compliance may result in disciplinary action, up to and including termination of employment.

8. Policy Review

This policy will be reviewed annually or more frequently if there are changes in privacy laws, regulations, or business operations.

9. Contact Information

For questions or concerns related to this Unsolicited Personal Information Handling Policy, please contact the Clinic Manager or business owner.

10. Approval

This Unsolicited Personal Information Handling Policy has been reviewed and approved by the business owner in October 2023.

By adhering to this Unsolicited Personal Information Handling Policy, MTHFR Support aims to ensure that personal information is treated with care and responsibility, safeguarding individuals' privacy and maintaining legal compliance.