

PRIVACY NOTICE

Physio Solutions is committed to protecting your personal information and this Privacy Notice relates to our use of your Personal Information collected from you either in Person, via a Remote Consultation, our Website or by Letter, E-mail, or Telephone.

'Personal Information' means any information that is capable of identifying you.

We collect and process data because we have a legal obligation to do so and we ensure that it is adequate, relevant and limited to what is necessary. (Private and Voluntary Healthcare Regulations 2001)

What Information We Collect and When

We collect and process information when you telephone the clinic to make an enquiry or appointment, when you email us or when you have a Consultation either in person at the Clinic or Remotely by Video or Telephone.

At the point of enquiry or booking we may ask you for: your name, telephone number, e-mail address and the reason why you are seeing the physiotherapist. *During the initial Registration Process*, we will ask you for your date of birth, GP and Consultant details where relevant and private medical insurance details where relevant. We will ask for information regarding your general health, your previous health and information regarding the condition you are seeking advice about. We will also ask for information regarding any activities you undertake, your employment and any medication you take. We will also record the findings of a physical examination. You will have the opportunity to opt into receiving our occasional e-newsletters and details of special offers.

How we use this information.

We use written records that are securely stored in lockable filing cabinets. We are more recently transferring to on-line records that are securely stored in our Client Management System. We use this information:

1. To provide a legal record of any treatment or advice we provide.
2. To ensure continuity of care.
3. To contact you in regard to your ongoing treatment including sending you exercises by E-mail or Post
4. We may pass information with your permission to other medical professionals who may be involved in your care, this may include other therapists in the clinic, GPs, Consultants, Occupational Health Departments or other Health and Care Professionals. This information may occasionally be passed on in the form of a written letter which is given to you - if this is the case, the letter becomes your responsibility and the protection of its contents is your responsibility. We also send letters by fax and by email. If the information is passed electronically by email, we will take all reasonable precautions to transmit the information securely through secure encrypted servers.
5. We may share appropriate information with our 3rd party suppliers such as your Private Medical Insurance Company and our legal representatives in relation to the financial aspects of your contract with us.
6. We use your information to manage your account to the conclusion of your episode of care.
7. We may use your information for audit and quality control purposes - in such instances all data is anonymised.
8. We use carefully selected 3rd party service providers to improve our service provision and security, all of whom we ensure are compliant with GDPR regulations.

We take all reasonable steps to ensure that our information is kept up to date and rectified if necessary. It is also your responsibility to inform us if any personal information changes.

How long do we keep personal information

We have a legal obligation to retain medical records for 8 years after the conclusion of treatment (Private and Voluntary Healthcare Regulations 2001). If the record relates to a child or young person, the records must be kept until the patient's 25th birthday or a minimum of 8 years after conclusion of treatment. We may retain electronic records indefinitely for use if you return for another episode of care and for analytical purposes.

How do we protect your information

We take organisational and technical security measures to protect your information against unauthorised disclosure or unlawful processing and also against accidental loss, damage or destruction.

Your rights and your access to the information that we hold about you

You are entitled to a copy of the personal information we hold about you and to have any discrepancies rectified. You can do this by written request to the address below.