

XXV Physiotherapy Privacy Policy

Our contact details

Name: XXV Physiotherapy

Address: M.D.C Stadium, Prince Drive, Fitzwilliam, Pontefract, WF9 5FD

Phone Number:

E-mail: xxvphysiotherapy@gmail.com

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Relevant past medical history
- Billing information

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To allow us to complete notes in line with our professional governance guidelines.
- To provide us with information that will aid in our physiotherapy assessments and to allow us to screen for medical conditions that may need escalation or special consideration.
- To allow us to create accurate invoices and bill customers correctly.

How we store your personal information

- Your information is securely stored within our note taking software, Cliniko. (their privacy policy can be found here, <https://www.cliniko.com/policies/privacy/>)
- We keep medical notes for 8 years post discharge from service, in line with HCPC standards of practice. We will then dispose of your information by deleting your patient profile from our Cliniko database.

We do not share any of your private information with third party companies.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at xxvphysiotherapy@gmail.com if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at xxvphysiotherapy@gmail.com.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>