



Privacy Policy

Review Date 12th December 2019
Next Review Due 12th December 2021

Physiotherapy2fit Ltd is committed to ensuring that, as far as it is reasonably practicable, the way we provide services to the public and the way we treat our staff reflects their individual needs and does not discriminate against individuals or groups on the basis of their age, disability, gender, race, religion/belief or sexual orientation. Should a member of staff or any other person require access to this policy in another language or format (such as Braille or large print) we will do our best to provide this in a format the user is able to access. Physiotherapy2fit Ltd will do its utmost to support and develop equitable access to all policies. The Director is responsible for ensuring staff are aware of Physiotherapy2fit Ltd policies and that staff adhere to them. It is also the Director's responsibility to keep staff up to date with new policy changes.

Staff are responsible for ensuring they are familiar with policies, know where to locate the documents on Physiotherapy2fit's main website, and seek out every opportunity to keep up to date with them

Independent contractors are expected to identify a lead person to be responsible for ensuring staff employed within their place of work are aware of Physiotherapy2fit Ltd policies.

This privacy policy sets out how Physiotherapy2Fit uses and protects the information that you give Physiotherapy2Fit when you use the website and when you attend our clinics.

Physiotherapy2Fit is committed to ensuring that your privacy is always protected, and your information will only be used in accordance with this privacy statement and in accordance with the General Data Protection Regulations (GDPR) which comes into force on 25th May 2018.

Information we may collect from you as a data processor

We collect and process information about you to enable us to provide appropriate and safe physiotherapy care.

These include

- Personal details such as name, address, telephone number, email address and date of birth.
- Notes and reports by health and care professionals about your health, GP details etc
- Details and records about your treatment and care
- Results of x-rays, MRI, CT, Ultrasound scans, ECG, laboratory and any other tests.
- Relevant information about people that care for you and know you well.
- We may also monitor or record any telephone calls for quality assurance.
- We may also ask you to complete surveys although you do not have to respond to them.
- Details of any prescriptions supplied to you



- Information that you provide by filling in forms on the website, Facebook or at the clinics
- Any other information voluntarily provided to us by you

This data is always held securely, is not shared with anyone not involved in your treatment, although for data storage purposes it may be handled by pre-vetted staff who have all signed a confidentiality agreement. To be able to process your personal data it is a condition of any treatment that you give your explicit consent to allow the practice to document and process your personal medical data.

The practice website uses cookies, which is a string of information that a website stores on a visitor's computer and that the visitor's browser provides to the website each time the visitor returns. If you do not wish to have cookies placed, you should set your browser to refuse cookies before using Physiotherapy2Fit website.

Information collected through our website/Facebook

We do not collect any personal information from visitors to our website other than information that is knowingly or voluntarily given. Anonymous information is collected, such as the number of visitors to the page in a given period but it is purely statistical and cannot be used to identify an individual user. Visitors interested in requesting more information must provide contact details and the reason for their request. Visitors will not be contacted by us unless such information is given, and contact is specifically requested.

How we use your personal data

To provide you with care and treatment ensuring that appropriate information is available to all those who treat you medically and care for you professionally.

Contact details provided by you such as telephone numbers, email addresses, postal addresses may be used to remind you of future appointments and provide reports or other information concerning your treatment.

For marketing purposes, the practice may use your email address to inform you of services that we believe may be of interest to you, but these will only be services supplied by Physiotherapy2Fit and not third parties.

Legal basis for processing any personal data

As a healthcare organisation we have a legal duty to collect and process information relating to the creation of medical records (patients) and personal records (staff), as well as receiving enquiries (website/Facebook) and conducting surveys. As such we will ensure all personal data is collected, held and transferred (where required) in a lawful manner and in line with GDPR good practice guidelines.

How we protect your information

Your personal information is safeguarded by the Data Protection Act 1998 and from 25th May 2018 also by the General Data Protection Regulations (GDPR) and our internal policies. Physiotherapy2Fit is registered with the ICO and our registration number is Z3254216.



All staff are given training on their duty of confidentiality to you and we keep paper and electronic records securely to prevent unauthorised access in line with current legislation.

Controlling your personal information

Under the General Data Protection Regulations, you have individual rights:

- The right to be informed- you have the right to know how we handle your data.
- The right of access – you have the right to request a copy of the information we hold on you.
- The right of rectification- you have the right to correct data that we hold about you that is inaccurate or incomplete.
- The right to erasure- In certain circumstances you can ask for the data we hold about you to be erased from our records.
- The right to restrict processing- Where certain conditions apply you have the right to restrict the processing.
- The right to data portability- You have the right to have the data we hold about you transferred to another organisation.
- The right to object- You have the right to object to certain types of processing such as direct marketing.

If you would like to access, update or amend previously issued information please contact us in writing.

You may request details of personal and/or sensitive information that we hold. Requests must be in writing and are free of charge. The information will be provided by us within 30 days.

If you believe that any information we hold is incorrect or incomplete, please write or email as soon as possible and we will promptly correct any information found to be incorrect.

When information can be shared and who with

We will only ever share your information if it is in the best interests for your care. We will not disclose any information that identifies you to anyone outside your direct care team without your express permission unless there are exceptional circumstances such as when there is serious risk of harm to yourself or others or where the law requires it.

No information /data will be transferred outside of EU borders.

Retention of sensitive physiotherapy records

Retention of your records/data: In general, for those with capacity is usually eight years from the date of last treatment for adult records and for children eight years after their 18th birthday or until 25 years of age. Other types of records may need to be stored indefinitely.

We will not transfer your information outside the EEA (European Economic Area) without first obtaining your consent.



PHYSIOTHERAPY 2 FIT

Version 1

Created May 2018

Making a complaint

If you wish to make a complaint regarding how we handle your personal data you can contact the Information Commissioner's Office, whose address is:

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

Tel: 0303 123 1113 Fax: 01625 524 510 Email : mail@ico.gsi.gov.uk