

Taylormade Physio Privacy Policy May 2018

This website is operated by **TAYLORMADE PHYSIO**. We take your privacy very seriously therefore we urge you to read this policy very carefully because it contains important information about us and:

- the personal information we collect about you, our users
- what we do with your information, and
- who your information may be shared with

Who we are

TAYLORMADE PHYSIO are musculoskeletal and sports physiotherapy specialists, we also offer a range of holistic healthcare services; for the purposes of the GDPR Legislation 2018 we are responsible for, and control the processing of, your personal information.

TAYLORMADE PHYSIO uses the personal information we collect from you to provide our service to you. We will not rent, sell or share your personal information with any other company for its own marketing purposes without your consent except where mentioned in this policy.

Sarah Taylor is our appointed Data Controller, please see contact details at the end of this policy.

Information we collect:

a) Personal information you provide to us

PATIENTS: We collect the following personal information that you provide to us when booking an appointment:

Name, mobile phone number, health insurance details, brief description of injury

When completing our registration form:

Name, date of birth, address, phone numbers, occupation, email, referral details, GP name / address, medical conditions, insurance details, third party (e.g. solicitors) details

All website usage information is collected using cookies.

Some examples of when we collect information through our website includes:

If you use our online contact form you will be asked to complete a form which will require you to provide some or all of your name, address, email address, telephone number and appointment enquiry.

b) Personal information provided by third parties

We may receive information about you from other sources. This information may include:

FOR PATIENTS: Referral letters from your GP, Specialist, Allied Health Professional or Insurance Company.

The results of any medical procedures that you may have had in the past that are relevant to your physiotherapy treatment. Also, subsequent results of medical appointments or procedures that are sent to us from allied health professionals.

c) Information written by Clinicians about you

Notes that our clinicians write about you during their consultation with you and letters that our clinicians write about you to allied health professionals.

We will add this information to the information we hold about you for the following purposes:

FOR PATIENTS:

To administer your details and to ensure we provide the best possible service to you. In order to provide this service we need to make sure that we have access to all relevant medical information and keep all relevant parties up to date on the progress of your treatment.

c) Sensitive personal information

Sensitive personal information includes any information which relates to the following:

your ethnic origin, your political opinions, your religious beliefs, whether you belong to a trade union, your physical or mental health or condition and whether you have committed a criminal offence

We may request that you provide sensitive information, if we do, we will in every instance explain why we are requesting it and how we intend to use it. We will only collect your sensitive personal information with your explicit consent.

We would only ask you to provide us any sensitive information if it was in direct relation to the treatment that you are having with a therapist and would help with the diagnosis or treatment provided.

d) Personal information you provide about third parties

If you give us information about another person, you confirm that the other person has appointed you to act on their behalf and agreed that you:

shall consent on their behalf to the processing of their personal data; shall receive any data protection notices on their behalf; and shall consent on their behalf to the processing of their sensitive personal data.

e) Monitoring and recording communications

We may monitor communications such as emails and telephone calls for the following purposes:

COMMUNICATION WITH PATIENTS may be recorded to ensure that we are providing the best service possible to you, to arrange risk assessments, to capture patient feedback and for testimonials.

Who your information may be shared with

We may share your information with:

FOR PATIENTS we may share information relevant to your treatment with your GP, Specialist, Allied Health Professional, Insurance Company or third party e.g. Solicitor with your consent. This is to ensure that all parties are kept up to date with your treatment.

We will not share your information with any other parties aside from those set out in this privacy policy and agreement in line with the GDPR Legislation 2018.

For further information on how your information is used, how we maintain the security of your information, and your rights to access information please email:

sarah@taylormadephysio.co.uk

Keeping your information secure

We will use technological and organisation measures to keep your information secure. These measures may include the following examples:

All data is secured on secure servers and is filed in a secure manner.

However, while we will use all reasonable efforts to secure your personal data, you must acknowledge that the use of the internet is not entirely secure and for this

reason we cannot guarantee the security or integrity of any personal data that are transferred from you or to you via the internet.

If we are sending you an email containing sensitive information relating to you or your treatment, we will send it via secure email Switch Web Access by eGress – this will however mean that you may have to register for the free service in order to read the email.

If you have any particular concerns about your information, please contact us using the contact details at the end of this policy.

What rights do you have?

Right to request a copy of your information

You can request a copy of your information which we hold (this is known as a subject access request). If you would like a copy of some or all of it, please:

email, call or write to us (using the contact details at the end of this policy) let us have proof of your identity and address (a copy of your driving license or passport and a recent utility or credit card bill), and let us know the information you want a copy of,

We may ask you to pay a fee before sending this information to you.

Right to correct any mistakes in your information

You can request that we correct any mistakes in your information which we hold free of charge. If you would like to do this, please:

contact us using the contact details at the end of this policy, let us have enough information to identify you, (a copy of your driving licence or passport and a recent utility or credit card bill) and let us know the information that is incorrect and what it should be replaced with.

Right to ask us to delete any or all information we hold about you

You can request us to delete any or all information we hold about you free of charge.

If you would like to do this, please:

contact us using the contact details at the end of this policy, let us have enough information to identify you, (a copy of your driving licence or passport and a recent utility or credit card bill) and let us know the information that is incorrect and what it should be replaced with.

Do you need extra help?

If you would like this policy in another format (for example: audio, large print, braille) please contact us using the contact details at the end of this policy.

Changes to the privacy policy

We may change this privacy policy from time to time. You should check this policy occasionally to ensure you are aware of the most recent version that will apply each time you access this website.

Taylormade Physio Contact Consent

At Taylormade Physio we take your privacy very seriously and we will only contact you with your explicit consent.

We greatly value our relationship with you and in order to provide an optimum service to you we would like to be able to contact you for any of the below reasons:

SMS - we send out appointment reminders via SMS

Email - we may liaise with you re your treatment via email or keep you up to date with Taylormade Physio services

Telephone - we may need to contact you from time to time re your appointment



You may opt out completely and we will not contact you by any means.

You will be asked to complete a TaylorMade Physio Contact Consent form when you register with us so that you can state your preferences.

You may at any time revoke your consent at any time by contacting Sarah Taylor using the contact details below, you will need to let us have enough information to identify you, (a copy of your driving licence or passport and a recent utility or credit card bill) or in person by speaking to your clinician.

Contacting us

If you have any questions about this policy or the information we hold about you, please contact us by:

e-mail: sarah@taylormadephysio.co.uk

post:

Sarah Taylor, 7 The Lindens, Great Austins, Farnham, Surrey, GU9 8LA

or

telephone: 07527 697187

Calls will be answered at the following times: Mon – Friday, 09.00 - 17.00

Signed Matt Taylor, Company Director
21 May 2018

Signed Sarah Taylor, Company Director
21 May 2018

