



(Updated 23.5.18)

Performance Physiotherapy Ltd: GDPR Policy May 2018

Introduction:

Performance Physiotherapy Limited, is required by law to maintain the privacy of the "Protected Health Information".

"Protected Health Information", includes any identifiable information that we may obtain from you or others that relates to your Physical Health, the Health Care you have received, or Payment for your Health Care.

Using Your Personal Data:

As part of undertaking normal business/physiotherapy activities, Performance Physiotherapy Ltd will collect and process personal data relating to current and past patients/clients. As the Data Controller of this information the organisation is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

What information do we collect and why do we collect it?

Any information collected by Performance Physiotherapy Ltd is done so in order to be used to enable us to provide our services to you. We act as a Data Controller (unless only processing data under a separate agreement) and undertake to protect personal and sensitive data in a manner that is consistent with the requirements of the UK data legislation and the GDPR. We will take reasonable measures to ensure the secure storage of your data.

Data is only held on the grounds that we have a contractual obligation to fulfil.

We undertake to protect all personal and sensitive data that is provided to us and in a manner that is consistent with the requirements of the General Data Protection Regulation (GDPR). We will take reasonable measures to ensure the secure storage of all data.

All data given by clients is recorded by us in accordance with the client's preferences and as permitted under the GDPR. Data will be held on one of the following grounds; with a client's specific consent; where data retention is necessitated by a contractual relationship; and on the grounds of being a legitimate business interest.

Personal data submitted on this website will be used as described below and for the following purposes:

Contact Form: We use the details that you give us, by email or phone, to follow up on enquiries, to send you general information about us and our services, to ask for feedback, reviews or testimonials, to deal with complaints or any reports about other user's use of the

Website. The basis for holding this information is as being for legitimate legal purposes or to fulfil a contractual obligation where the contact is from an existing client.

Payment data: Payments are taken by our card reader and processed online. We use the following third party, First Data, to manage our payment process. You are advised to read their Privacy Policy at https://www.firstdata.com/en_gb/privacy.html.

We may also process personal data relating to you from 3rd parties such as Insurance Companies, Solicitors, Consultants or G.Ps Doctors. We will seek the information needed from these 3rd parties as part of the legal requirement to treat you at our clinic.

Why do we process personal data?

We need to process your data on the grounds of minimum clinical standards and as a legitimate business interest. It is also a requirement of both the Health Professional Council (HPC) and Chartered Society of Physiotherapy (CSP) that we maintain detailed records of any patients under our care.

It is a professional and legal requirement to maintain good patient records and therefore process your personal data

You may choose to end any agreement you have with us at any time.

Where do we store your data?

We currently keep all patient physiotherapy notes in the form of paper based files. These files are all stored securely in a lockable cabinet and kept on the clinic premises at all times.

Blue Zinc TM2 software is used to store records such as client contact details and used for diary appointments.

In addition, we regularly review our procedures for secure data storage to ensure that all appropriate measures are adopted. In accordance with ICO data protection legislation, patient are stored in a locked cabinet and electronic storage is protected by a user's password that is individual to the data controller.

Who has access to this data?

Employees/contractors of Performance Physiotherapy Ltd (both clinical and administrative) will have access to this data, as required/clinically indicated.

We will only share your information with other parties with your explicit consent or where it is required as part of your care, or as a legal requirement.

How to we protect your data?

We take the security of your data seriously. We have internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except to our employees.

Our organisation will securely store and protect any personal data and will continue to store it, either as long as is legally required by the Health Professionals Council throughout the duration of you time receiving treatment with us. We will then delete all electronic documents; all paper documents will be taken from this premise via a Confidential Waste Provider and

incinerated. We receive yearly certificates that this has taken place and is available for you to view if required.

What if I don't provide any personal data?

You are under no statutory obligation to provide us with any information. However, if you do not provide the information requested we are unable to treat you or process any treatment that will help you with your injury.

ADDRESS AND CONTACT DETAILS OF THE DATA CONTROLLER

Performance Physiotherapy Limited, 31 Gelliwasted Road, Pontypridd CF37 2BN

Telephone Number: 01443 480841

COMPANY REGISTRATION NUMBER: 5811915

COOKIES

We use cookies on our websites. A cookie is a text file sent by a web server to a web browser and stored by the browser. The text file is then sent back to the server each time the browser requests a page for the server. This enables the web server to identify and track the web browser.

We use Google Analytics to analyse the use of this website.

Google Analytics generates statistical and other information about our website use by using cookies which are stored as mentioned above on our computer. This information is used to create reports about use of our website. Google will store this information.

For their Privacy Policy please visit <http://www.google.com/privacypolicy.html>

Consent

By consenting to this privacy notice you are giving Performance Physiotherapy permission to process your personal data specifically for the purposes identified.

Consent is required for Performance Physiotherapy Ltd to process both types of personal data, but it must be explicitly given. Where we are asking you for sensitive personal data we will always tell you why and how the information will be used.

You may withdraw consent at any time throughout your treatment.

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