

Fizziostuff Privacy Notice

Your privacy and security are important to us. This policy is to let you know about what happens to any data we may hold about you. It covers what we

- Collect
- Use
- Disclose
- Store

Fizziostuff trading as **Wilmslow Physio** and **Physio Hale** is committed to protecting your personal information when you use our services. This document relates to our use of any personal and sensitive information we collect from you in written forms or in person, information which you provide directly or indirectly by phone, SMS, email, in letters or other correspondence and that which is provided by other persons or bodies involved in your care by the same means.

What is GDPR?

We are legally obliged to inform you of our procedures and only use information in line with European Law on Data Protection. The regulations in force from May 2018 are termed **GDPR**

Collection

We collect personal information which may include your name, telephone numbers, email address, postal address, occupation, date of birth. We are legally obliged to collect this information under our obligations to our professional body, the Health and Care Professions Council, and the Chartered Society of Physiotherapists.

In your vital interest we will need to collect sensitive personal information in the form of medical history and data, work, and social lifestyle information to provide you with appropriate treatment. Our services cannot be provided without collecting and processing this data. If you object to use of this information, we will be unable to offer you that product or service

Use

We will use your personal and medical information to

- Assess for and provide the services that you have requested or have been requested and deemed appropriate by your care providers or guardians and maintain a record of those services.
- Communicate with you and/or your care providers or guardians regarding appointments
- Undertake statistical analysis-we are obliged to audit clinical information to ensure compliance with our registered bodies and meet our obligations to certain insurance companies. These statistics will not include information that can be used to identify any individual.

In your legitimate interest we may

- Contact you about services that we provide that are closely related to those you use.
- Provide additional assistance or tips about these products or services
- Notify you of significant changes to our staff members or services offered.
- Contact you about relevant changes to our Privacy Notice and other policies.

Disclosure

- **We DO NOT SELL your information**
- **We do not SHARE** your information and details unless it is required communication with a practitioner or doctor involved in your care or required under the consent provided by you to your insurance provider. If your GP is not involved in your treatment with us, we consider it necessary to gain your consent in order to communicated with them.

Storage

All our personal and clinical records are stored securely on the premises of Wilmslow Physio, including storage in electronic and paper formats.

Clinical records are stored securely and are unavailable to anyone except authorised staff.

We are legally obliged to keep your information for at least 8 years. Data may be kept longer if there is a justification within a clinical or legal framework or if the records pertain to a child.

Your Rights

Under data protection law you have the right to change or withdraw information and to request details of any personal data that we hold about you.

You may request to see any letters/communication/records which are pertaining to your treatment and we ask that you make any such request using our “**subject access request**” form. Email us for a copy of the form.

You have the right to have your personal data deleted on request, however we are legally obliged to retain clinical records and information for a period of 8 years. Where we have no legitimate reason to continue to hold your information, you have the right to be forgotten at which point all personal data will be deleted or put beyond use.

To exercise all relevant rights, queries or complaints please in the first instance contact Jo Worthington at Wilmslow Physio, 20A Grove St, Wilmslow SK9 1EB

Fizziostuff will keep our privacy policy under review. We reserve the right to make any changes to the privacy policy at any time.

Fizziostuff UK Ltd Trading as Wilmslow Physio and Physio-Hale

Registered Address: C/O Simpson Burgess Nash, Empress Business Centre 380 Chester Road Manchester M16 9EA