FLEET PHYSIOTHERAPY & SPORTS INJURY CLINIC
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Privacy Notice for Patients

Welcome to Fleet Physiotherapy. This is our data protection and privacy policy in which we will explain to you the nature of the data which we collect, store and process on your behalf.

We, Fleet Physiotherapy Limited, 16 Reading Road South, Fleet, GU52 7QL, are the "data controller" for the purposes of data protection law.

The contact person for Data Protection is Tracy Corbett, Director. Contact details are: Telephone number 01252 615 879; email address fleetphysiotherapy@gmail.com

The personal data we hold:

- Contact details, date of birth, insurance details
- Clinical assessment and treatment notes
- Medical history information and medical conditions, including long-term or chronic condition diagnoses, physical and mental health information
- Safeguarding information where applicable
- Details of medical or health related support where applicable
- Photographs or videographic material relevant to injuries or assessments
- Information provided by other medical professionals such as clinical reports, referrals and assessments
- Information provided by insurance companies and management companies such as triage notes and referral letters

Why we use this data:

- To provide a record of our clinical findings, your progress in physiotherapy and rehabilitation, any additional findings, e.g. results of other investigations.
- To provide continuity of care for patients who see more than one physiotherapist.
- To provide continuity of care and applicable background information for patients who have more than one condition under treatment.
- To provide medicolegal reports if requested.
- To provide suitable referral reports to other medical professionals if required.
- To provide continuity of care information to patient's GP where appropriate and with the prior permission of the patient.
- To continually assess the quality of our service.
- To comply with the law applicable to physiotherapists and the regulations imposed by the Health Care Professionals Council.
- To comply with clinical notes audits imposed by the Health Care Professionals Council and/or certain insurance companies, if chosen for an audit.

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Our legal basis for collecting and using this data:

We only collect and use your personal data in terms of the law which requires us to do so. Most commonly we process it where:

- We need to comply with a legal obligation

Your data security:

We are committed to ensuring that your information is secure to prevent unauthorised access or disclosure. We have put in place appropriate physical, electronic and managerial processes to safeguard and secure the information that we collect online and on paper.

We keep personal data while you are under treatment with us and for a period of at least 8 years after your discharge. This is in order to fulfil our legal obligations.

Your rights and your access to your information:

You have the right to request a copy of the information we store. If you would like a copy of the information we keep on your behalf, please email us on fleetphysiotherapy@gmail.com or telephone 01252 615 879.

You have the right to ask us to correct or remove information which you think is inaccurate.

From time to time we may be subject to an audit by the Health Care Professionals Council and/or by certain insurance companies. If you would prefer that your clinical notes do not form part of such an audit, please advise us in writing by email fleetphysiotherapy@gmail.com.

Does Fleet Physiotherapy share the information which it receives:

We do not share any information provided to us except in order to comply with a legal obligation, such as a notes audit (see above) or as part of a referral process which is done with your express permission.

Information provided to us is a very important part of our business and we do not sell information to others.

Website, Cookies and Social Media Platforms

The website may make use of cookies, which are most often small text files that may be put on your computer whilst you are browsing. All modern browsers have tools to delete or block cookies.

We make every effort to ensure that external links on our website are safe. But users are advised to exercise caution before clicking any external links.

Any communications, engagements or actions taken through external social medial platforms are subject to the terms and conditions, and privacy polices, of the social media platforms respectively.

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