



## FITPHYSIO

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Privacy Policy May 2018 - Date

It is important for you to understand how your data is being processed by Fit Physiotherapy UK Ltd.

### **Who is collecting my data?**

Fit Physiotherapy UK is a registered limited company (10749898) and data collector/controller.

### **What data is being collected?**

We may collect data such as your name, date of birth, gender, address and contact numbers/email address in order to provide you with Physiotherapy/therapy services; to be able to contact you to book appointments, remind you of appointments and send you treatment materials, such as exercises or documents by post or email. Your age and gender may make you more or less likely to have certain medical conditions hence it is important we have accurate age records for you. Your physiotherapy assessment and treatment information will also be collected and documented.

### **Will my data be shared with any third parties?**

We do not share any data directly with third parties. If you have been referred to us by an insurance company then we may have to share our assessments and treatment records with them. You can request a copy of this information in writing. You can request this before we send reports to them or at any time after. We do store your information (as detailed above) in our practice management software (Cliniko), which is password protected and contains encryption and anonymity devices to help keep your information safe and secure. A policy of how Cliniko store your data can be found on our website. If you object to anything in this policy please notify us immediately.

### **How will my information be used?**

We only use your data to provide you with safe and excellent quality clinical physiotherapy/therapy care and we do not pass this onto any other groups or parties not directly involved in your care.

### **How long will my data be stored for?**

Your data is only stored for as long as required as detailed by physiotherapy registration bodies and best practice guidelines. Please visit our website for a full table of how long we are required to hold your records for, under different circumstances.

### **What rights do I have as the data subject?**

You can request to see the information we hold about you at any time by putting this request in writing; at any time while we are retaining your records. This task will be completed within a maximum of one month from receipt of request. We give you the right to positively opt-in to our privacy policy. If you do not consent to this policy however, we may not be able to offer physiotherapy services to you.

### **How can I raise a complaint?**

You can raise a complaint either verbally to Mr Sacha Mowla or Mr Larry Koyama (Managing Directors) or by emailing [info@fitphysio.london](mailto:info@fitphysio.london) or in writing (contact details on our website).



Company Registration Number: 10749898