

PRIVACY POLICY

We take your privacy very seriously therefore we urge you to read this policy carefully because it contains important information about us and:

- The personal information we collect about you, our patients
- What we do with your information
- Who your information may be shared with

Who we are

Robyn Burbridge Physiotherapy are a 'data controller' for the purposes of the General Data Protection Regulations and Data Protection Act 2018 (i.e. we are responsible for your personal information).

Information we collect

Personal information such as name, address, phone number and date of birth for your patient record and details of your condition. We have lawful bases; Consent and Legitimate Interests, for processing your data as set out in the GDPR.

How we use the information we collect

- To keep a record of treatments
- To keep in touch with you regarding appointments and your treatment

Who your information may be shared with

Your relevant health information will only be shared following consent from you with;

- Health Insurance companies and healthcare providers who have referred you to us for treatment
- Your GP or other health practitioner on your request only
- Another physiotherapist on site when collaborative care is required

Information will not be shared with a partner, family member and/or carer without consent from you.

Keeping your information secure

We will use technological and organisational measures to keep your information secure. We will retain your information for 8 years.

What rights do you have?

- The right to request a copy of your information by written request with proof of I.D.
- The right to correct any mistakes in your information
- The right to withdraw consent and/or have your data erased
- The right to lodge a complaint with a supervisory authority

Contacting us

If you have any questions about this policy or the information we hold you can contact Robyn Burbridge as the controller of your information:

- By phone on 01403 700455
- By email on rbphysio@btinternet.com