Privacy Policy (March 2021)

Data Collection & GDPR

The General Data Protection Regulation was a new EU law introduced in May 2018. This privacy notice will explain what type of data *Physio In Your Own Home* will collect from you, why, what it is used for, how it will be stored, how long it will be stored and what your rights are.

**Lawful Reason for collecting and processing Data:**

As a state registered Physiotherapist abiding by my professional code of conduct and good practice, I need to collect your personal information regarding your health, safety and well-being. This information will enable me to assess, treat and advise you within my professional capacity. I will be processing potentially sensitive information regarding your health (“special category” data) as a primary source of evidence used to provide effective on-going care to you, and to account for my actions and decisions.

**What type of data do we collect?**

*Physio In Your Own Home* will need to lawfully collect and process basic personal information to enable communication with you regarding, and to provide you with our Physiotherapy services.

1. Personal identifiable information including your name, date of birth, address, telephone / mobile number and email contact details
2. Health and Social related information that is relevant and necessary to your physiotherapy intervention, including details of other health and social care professionals that you may be involved with
3. Recorded details of any follow-up session and any other interaction we have with you (phone calls)

**How do we collect your data?**

*Physio In Your Own Home* will collect data regarding your name and contact details when you make a telephone or email enquiry or book a physiotherapy appointment. We may also receive your data indirectly from other health or social care professionals only if you have already provided consent for this to occur. Detailed information concerning your health and well-being will be collected during the initial consultation.

**How will we use your data?**

*Physio In Your Own Home* will collect your data so that a confidential, accurate record of any physiotherapy interventions with you can be documented. This is a legal requirement in line with HCPC (Health Care Professional Council) professional standards of conduct, performance and ethics. We will only share your data as a duty of care with other health and social care professions if you have agreed and consented to this only for the purpose of managing your health. We will not share, sell or distribute your data in any other circumstance.

**How do we store your data?**

*Physio In Your Own Home* securely stores your health and medical related data as paper-based information which are stored within a locked filing cabinet within a secure room.  Personal information will be stored electronically for the purpose of invoicing, or for written communication with other health care professionals directly involved in your care. All data stored electronically is secured using encrypted and password protected software. We store your data for 8 years in line with HCPC legal requirements for health-related records. Once this time period has expired, your data will be destroyed securely.

The exercise technology software ***Physitrack*** is used to provide individualised exercise programs. All data is password protected and encrypted. You should refer to their privacy policy at http:/www.physitrack.com/privacy-policy for further information.

**Data collected by our Website:**

Personal data submitted onto the website [*www.physioinyourownhome.com*](http://www.physioinyourownhome.com) will be used as described below. Cookies are used to improve your browsing experience by personalising the website. Data collected form Cookies is used to administer the website. Statistical information about our users is tracked by Cookies but this information will not be used to identify any individual user. Cookies may be placed on your computer or device by third parties which is outside the control of *Physio In Your Own Home*. If you accept the use of Cookies on this website, you consent to the processing of data about you by us and any third parties as identified above in accordance with this privacy notice. If you are uncomfortable with the use of Cookies, you can disable Cookies on your device by changing the settings in the preferences or options menu in your browser.

Any personal details provided by you on the Contact form will be used to follow up your enquiry and will be held for legitimate legal purposes as explained above in this notice.

**Data collected by Social Media:**

The Facebook page ***“Physio In Your Own Home****”* is available for general viewing. Personal information is not collected from using social media interactions although third parties may track you. You should refer to the Privacy Policy of Facebook directly. If you send a direct message via social media, the details may be retained by us only as relevant to ongoing contact with you, or to further our legitimate business interests or as required for legal purposes. Facebook may also retain details in accordance with their Privacy Policy as the third-party provider.

**Your Data protection rights:**

*Physio In Your Own Home* would like to make sure you are fully aware of all of your data protection rights.

You are entitled to the following:

**The right to be informed:** You have the right to be informed about your data collection, usage and storage

**The right to access**: You have the right to request copies of your personal data

**The right to rectification**: You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**The right to erasure**: You have the right to ask us to erase your personal information in certain circumstances.

**The right to restrict processing**: You have the right to request to restrict the processing of your personal data in certain circumstances.

**The right to object to processing:** You have the the right to object to the processing of your personal information in certain circumstances.

**The right to data portability**: You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

**How to complain**

If you have any concerns about our use of your personal information, you can make a request to us and we have one month to respond at:

Telephone: 01788 822736 or 07545889885

Email: [dixont736@gmail.com](mailto:dixont736@gmail.com)

You can also complain to the iCO if you are unhappy with how we have used your data or are dissatisfied with how your request has been handled.

The ICO’s address:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO-website: <https://www.ico.org.uk>

*Physio In Your Own Home* is iCO Registered