

Bodylove Physiotherapy Customer Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

Contact details

Email

bodylovephysiotherapy@gmail.com

What information we collect, use, and why

We collect or use the following information to provide patient care and services.

- Name, address and contact details
- Gender
- Date of birth
- NHS number
- Emergency contact details
- Health information (including medical conditions, allergies, medical requirements and medical history)
- Information about care needs (including disabilities, home conditions, medication and dietary requirements and general care provisions)
- Payment details (including card or bank information for transfers and direct debits)

We also collect the following information to provide patient care and services.

- Health information

We collect or use the following personal information to comply with legal requirements:

- Name
- Contact information
- Health information

How we collect your data

When booking an appointment, some information will be collected from you, such as your name, contact details (telephone number, e-mail and address), and a brief description of the reason for booking an appointment. This data is collected for administrative purposes of booking in appointments. By contacting us or booking an appointment online, you are agreeing to your personal information being used for administrative purposes. Information related to your health, will be collected directly from you, during your appointment. It is your responsibility to inform us, at the earliest opportunity, of any change to your information, such as address or name. This is to ensure that our records are up to date and accurate.

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website [Information Commissioner's Office](#).

We may retain your data to satisfy any legal, accounting, or reporting requirements. We need to keep certain information about you for 8 years, after you cease to be a patient, in line with medical record keeping guidelines. You have the right to ask us to delete the personal data we hold about you in certain circumstances.

In relation to a Subject Access Right request, you may request that we inform you of the data we hold about you and how we process it. We will not charge a fee for responding to this request unless your request is clearly unfounded, repetitive or excessive in which case we may charge a reasonable fee or decline to respond.

We will, in most cases, reply within one month (30 days) of the date of the request. In complex cases, or you have made a large number of requests in which case we will notify you of any delay and will in any event reply within 3 months. If you wish to make a Subject Access Request, please send the request to Amy Turner via email: bodylovephysiotherapy@gmail.com

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide patient care and services** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability. Healthcare providers are legally required to keep up to date and accurate records of consultations. This is also a professional standard set out by the HCPC <https://www.hcpc-uk.org/standards/meeting-our-standards/record-keeping/>

Our lawful bases for collecting or using personal information to **comply with legal requirements** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability. Healthcare providers are legally required to keep up to date and accurate records of consultations. This is also a professional standard set out by the HCPC <https://www.hcpc-uk.org/standards/meeting-our-standards/record-keeping/>

Where we get personal information from

- Directly from you

How long we keep information

Health care records must be kept for 8 years, from the date of the last consultation. In some cases, records may need to be kept longer.

Who we share information with

- Other health providers (eg GPs and consultants)

- Organisations we need to share information with for safeguarding reasons
- Emergency services

Information will be shared with relevant and appropriate healthcare providers, such as your GP, if necessary. Consent will be gained from you before any of your information is shared. Information will only be shared if there is an explicit indication, for example to inform ongoing care or treatment with another healthcare provider. However, in the instance that there is a safeguarding risk, some of your personal information may be shared with appropriate services for safeguarding purposes. Where possible, you will be informed of this, however if there is immediate danger this may not always be possible.

Duty of confidentiality

We are subject to a common law duty of confidentiality. However, there are circumstances where we will share relevant health and care information. These are where:

- you've provided us with your consent (we have taken it as implied to provide you with care, or you have given it explicitly for other uses);
- we have a legal requirement (including court orders) to collect, share or use the data;
- on a case-by-case basis, the public interest to collect, share and use the data overrides the public interest served by protecting the duty of confidentiality (for example sharing information with the police to support the detection or prevention of serious crime);
- If in England or Wales – the requirements of The Health Service (Control of Patient Information) Regulations 2002 are satisfied; or
- If in Scotland – we have the authority to share provided by the Chief Medical Officer for Scotland, the Chief Executive of NHS Scotland, the [Public Benefit and Privacy Panel for Health and Social Care](#) or other similar governance and scrutiny process.

Data Security

Protecting your data is important to us and we have put in place security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way. If your information does need to be shared with another party, for example your GP, they will not have direct access to your records, and will receive relevant information in writing.

How to complain

If you have any concerns about our use of your personal data, you can contact us directly, using the details at the top of this privacy notice. We would be grateful for you contacting us in the first instance, to aim to resolve any issues.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>