

Privacy Policy

Effective Date: 7th August 2025

1. Who We Are

Business Name: Sports Rehab & Athlete Care
Address: Great Moat Barn, Buckland, HP22 5HY
Email: james.sportsrehab@gmail.com
Phone: 07712 165898
Website: www.sportsrehab.uk

2. What Information We Collect

We may collect and process the following types of personal data:

a) Personal Information:

- Name
- Date of birth
- Contact details (email, phone number, address)
- Emergency contact information

b) Health Information (Special Category Data):

- Medical history
- Current health status and injuries
- GP or consultant referrals
- Treatment notes and clinical assessments

c) Booking and Payment Information:

- Appointment history
- Payment details (securely processed through third-party systems)
- Insurance or third-party provider information (if applicable)

d) Website Usage Data:

- IP address
- Browser type and version
- Pages visited and interactions
- Cookies (see section 7)

3. How We Use Your Data

We use your data to:

- Schedule and manage appointments
- Provide safe and effective treatment
- Communicate about your care or appointments
- Maintain accurate clinical records
- Process payments and insurance claims
- Meet legal and regulatory obligations
- Improve our website and services

We will only use your data when we have a lawful basis to do so, such as consent, contract, legal obligation, or legitimate interest.

4. Sharing Your Information

We will never sell or rent your personal data. We may share your data with:

- Treating clinicians within our practice
- Insurance providers (if applicable)
- Your GP or other medical professionals, with your consent
- Regulatory bodies if required by law (e.g. HMRC, HCPC)

We ensure that all third parties respect your data privacy and comply with the law.

5. Data Storage and Security

Your personal data is securely stored in:

- Encrypted clinical systems
- Password-protected devices
- Secure cloud-based platforms compliant with GDPR

We retain your clinical records for a minimum of 8 years from your last appointment, or until a child turns 25, in accordance with industry guidelines.

6. Your Rights

Under the UK GDPR, you have the right to:

- Access the data we hold about you
- Request correction of inaccurate or incomplete data
- Request deletion of your data (where appropriate)
- Restrict or object to certain data uses
- Request a copy of your data in a portable format
- Withdraw your consent at any time (where applicable)
- Lodge a complaint with the Information Commissioner's Office (ICO)

To exercise your rights, please contact: james.sportsrehab@gmail.com

7. Cookies & Website Analytics

Our website uses cookies to:

- Ensure proper functionality
- Improve user experience
- Track anonymised usage through Google Analytics or similar tools

You can manage cookie settings through your browser. Visit www.aboutcookies.org for guidance.

8. Third-Party Links

Our website may contain links to other websites. We are not responsible for the content, security, or privacy policies of third-party sites. We encourage you to read their policies before submitting personal data.

9. Policy Updates

We may update this policy from time to time. Any changes will be posted on our website. You are encouraged to review it regularly.

Last updated: 7th August 2025

Contact Us

If you have any questions about this policy or how we use your data:

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Phone: 07712 165898

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