

Ash Pelvic Health Physiotherapy Privacy Policy

Our contact details

Name: Ashleigh Rutherford

Phone Number: 07444 075740

E-mail: contact@ashpelvichealthphysio.com

Web address: www.ashpelvichealthphysio.com

Date completed privacy notice: 22/03/2024

Ash Pelvic Health Physiotherapy (“we”, “us”, “our”) is committed to protecting the privacy and confidentiality of your personal information. This Privacy Policy outlines how we collect, use, disclose and safeguard your personal information in accordance with applicable privacy laws and regulations.

The type of personal information we collect:

We currently collect and process the following information:

- Contact details (name, email address, phone number, address)
- Medical history and health information
- Customer financial information through website payments and for billing purposes
- Website user stats through cookies (when consented on website)

Please note if you provide us with the personal information concerning other people, please ensure that they have seen this Privacy Policy and fully understand it, before you provide this information to us.

How we get the personal information and why we have it:

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Directly from you during in-person, phone and digital consultations, assessments, through forms or use of website (contact form and booking appointments)
- From healthcare providers with your consent

- Customer financial information for the purposes of billing for the services (note using Square service for collecting online payments for appointments, please find their privacy policy here: <https://squareup.com/gb/en/legal/general/privacy-no-account>)
- Through our secure online record service, including the pre-assessment questionnaire, if applicable
- Cookies as consented by individual when accessing website

We use the information that you have given us in order to:

- Providing physiotherapy services and treatment plans
- Communicating with other healthcare providers involved in your care (with your consent)
- Processing billing and payments for appointments
- Sending appointment confirmation through email and appointment reminders through text
- Email with any promotions on the services
- Meeting legal and regulatory requirements

We may share this information in the following circumstances:

- With your consent
- To other healthcare providers involved in your care
- For billing and potential insurance purposes
- When required by law or court order

Ash Pelvic Health Physiotherapy (“we”, “us”, “our”), under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

Your consent. You are able to remove your consent at any time. You can do this by contacting:

- contact@ashpelvichealthphysio.com
- Telephone number: 07444 075740

How we store your personal information

Your information is securely stored on a secure, password protected online database Cliniko and secure website powered by GoDaddy. Cliniko is hosted in state-of-the-art datacentre facilities and has physical access controlled at the perimeter and building entry points by professional security staff using video surveillance, intrusion detection systems, and other electronic means.

Patient records will be stored for eight years following their last appointment, in accordance with relevant legal obligations and the Chartered Society of Physiotherapy's record keeping (<https://www.csp.org.uk/publications/record-keeping-guidance>).

We will then dispose your information by permanently erasing the electronic data.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your 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.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your 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.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at contact@ashpelvichealthphysio.com, telephone number: 07444 075740 if you wish to make a request.

By engaging with our services, you acknowledge that you have read and understood this Privacy Policy and agree to the collection and use of your personal information as described herein.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at:

- Email address: contact@ashpelvichealthphysio.com
- Telephone number: 07444 075740

You can also complain to the ICO if you are unhappy with how we have used your data.

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>