

Privacy Notice

Park House Physiotherapy Clinic is committed to maintaining the trust and confidence of its clients and is responsible for data control. Park House Physiotherapy Clinic does not sell, rent or trade email listings with other companies and businesses for marketing purposes. This privacy policy details when and why your personal information is collected, how it is used, the limited conditions under which it is disclosed to others, how it is kept secured and how long it is retained.

What information is collected about you?

Information is collected about you at your initial visit to Park House Physiotherapy Clinic when your details will be recorded on the Practice Management system in addition to a paper record. The details taken include:

- Name
- Address
- Date of birth
- Telephone numbers
- Email address
- Your GP and consultant (if applicable) and their address
- Health insurance provider or referring party

Further information recorded includes details of your current condition, past medical history, medication, occupation, social situation, hobbies, activities, details of the treatment provided and the outcome of the treatment.

How the information about you is used?

The information is collected about you to produce a patient record of your physiotherapy treatment. Your email address may be used to send details of directions to the clinic, reminders of appointments and exercises prescribed. Mobile numbers may be used to send texts about appointments.

Your details will not be passed on to a third party without your written consent. Your information will not be shared for marketing purposes outside of Park House Physiotherapy Clinic.

Consent

In some instances it may be necessary to write to your GP, consultant, health care provider, employer, occupational health source or solicitor. There is a consent form that you will be asked to sign at your initial appointment to allow this important communication.

Retention of data

Your paper registration and treatment details are stored securely for a period of up to ten years and longer if you attend the clinic again within ten years. Your registration on the practice management system will be kept indefinitely unless you request its removal.

Access to your personal information

Under the General Data Protection Regulations you have the right to change the permissions you have given in relation to how your data is used and you are entitled to view your personal information that Park House Physiotherapy Clinic holds. You are entitled to request that Park House Physiotherapy Clinic amends your personal information, or deletes it after the expiry of the 10 year retention period. If you would like a copy of some or all of your personal information please email your request to the data processor Deborah Cheetham at admin@parkhouse-physiotherapy.co.uk or write to Park House Physiotherapy Clinic, Park Road, Tydd St Giles, Wisbech. PE13 5NH

Third party links

Any third party links you might find at www.parkhouse-physiotherapy.co.uk should have their own privacy policies which you should check. Park House Physiotherapy Clinic has no control over their privacy policies and accepts no responsibility or liability for their policies.