

## Privacy Notice

### What is a Privacy Notice?

Under data protection law you, as a customer of Restore Physiotherapy, have specific rights. To communicate these rights to you in a clear manner we are providing you with this privacy notice.

### Who we are

We are Restore Physiotherapy, Cheshire House, Parkway, Holmes Chapel, Cheshire, CW4 7BA, telephone number 01477 549949, email address [info@restorephysio.co.uk](mailto:info@restorephysio.co.uk). For the purposes of processing your personal data we are the Controller.

### Data Protection Officer

As we record and use sensitive data we take the protection of this data very seriously. We have therefore appointed a Data Protection Officer, Robert Chaddock, who is your first point of contact for any matters regarding your personal data. They can be contacted by phone, email or post using the details above.

### The personal data we process and what we do with it

We record and use the following categories of your personal data: name, address, telephone numbers, email addresses, insurance details, your GP and Consultant contact details and health information.

We use this data to provide you with our treatment services, including sending you appointment reminders, satisfaction surveys, exercise prescriptions, receipts and invoices. You can opt-out of our email appointment reminder service and our satisfaction survey at any time by contacting us by email, letter or phone.

### Sharing your personal data

We only share your data with your explicit consent. We store your data on our client management system, supplied by a third party acting as processors on our behalf. We may also share your data to send a report to your referrer or doctor, prescribe an exercise programme or send you a satisfaction survey at the end of treatment. Where third parties are used by us to store and process your data we ensure they are compliant with data protection law and that any such data is not stored outside of the EU. This is with the exception of your satisfaction survey which is held in compliance with United States regulations.

## Retaining your personal data

Whilst you are a customer we will continue to store and use your data.

If you contact us for information about our services but do not book an appointment we will delete your data after one month, if we have no further contact with you.

Once you make an appointment and you are an adult we will delete your data 8 years after your final appointment. If you are a child we will delete your data on your 25th birthday or 26th birthday (if you are 17 on the date of your last appointment).

## Your rights

As we process your data you have certain rights. These are a right of access, a right of rectification, a right of erasure and a right to restrict processing. This means:

- You may request a copy of your data at any time.
- If you believe any of the personal data we hold is inaccurate or incomplete you can contact us to arrange for them to be change
- If you believe we should erase your data you can ask us to delete it.
- If you wish us to stop storing or using your data you can ask us to delete it
- Where you have provided explicit consent for us to use your data you have the right to withdraw this consent at any time.

## Data Breaches

Should your personal data that we control be lost, stolen or otherwise breached and this breach constitutes a high risk to your rights and freedoms we will contact you without delay. We will give you the contact details of the Data Protection Officer who is dealing with the breach, explain the nature of the breach and the steps we are taking to deal with it.

## Automated decision making and profiling

We do not use any system which uses automated decision making or profiling in respect of your personal data.

## Should you wish to complain

You can contact the Information Commissioner's Office via their website: [www.ico.org.uk](http://www.ico.org.uk) should you wish to make a complaint about the way we are processing your personal data.