

PRIVACY POLICY

Helen Griffiths Physiotherapy, Parkgate road, Neston CH64 9FX
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Helen Griffiths Physiotherapy is committed to protecting your personal information and this privacy policy relates to our use of your personal information collected from you either in person, via our website enquiry form or information you give us by letter, e-mail, SMS or over the telephone.

‘Personal information’ means any information that is capable of identifying you.

‘We’ means Helen Griffiths Physiotherapy

We collect and process data because we have a legal obligation to do so and it is adequate, relevant and limited to what is necessary.

What information we collect and when

We collect and process information when you contact us by telephone to make an enquiry or appointment, when you email us, when you contact us via our website or if you visit the clinic in person. At the point of enquiry or booking we may ask you for:

Your name

Your date of birth

Your address

Your telephone number, landline or mobile or both

Your e-mail address

At your appointment at the clinic, we will ask for information regarding your general health, your past medical history, any medication you take and information regarding the condition about which you are seeing advice. We will also ask for information regarding any recreational activities you undertake and your employment. We will record the findings of a physical examination.

How we use this information

We use paper and electronic records.

We use this information:

1. To provide a legal record of any treatment or advice we provide.
2. To ensure continuity of care.
3. To contact you in regard to your ongoing treatment including sending exercises by e-mail.
4. To contact you if new information or treatments become available that may be of benefit to you.
5. We may pass information with your permission to health insurance companies, medico-legal intermediaries and other medical professionals who may have referred you to us and/or be involved in your care; this may include GPs, consultants, occupational health departments or other Health and Care Professions.
6. We may use your information for quality feedback purposes.
7. We may use your information for audit purposes.

We do not pass on your information for commercial purposes without your express permission. We take all reasonable steps to ensure that our information is kept up to date and rectified if necessary. It is also your responsibility to inform us of any personal information changes.

How long do we keep personal information

We have a legal obligation to retain records for 8 years after the conclusion of treatment.

If the record relates to a child or young person, the records must be kept until the patient’s 25th birthday or 8 years after death. We may retain electronic records indefinitely for use if

you return for another episode of care and for analytical purposes.

How do we protect your information

We take organisational and technical security measures to protect the information against unauthorised disclosure or unlawful processing.

Our website contains links to external sites, these sites have their own privacy policies and we are not responsible for their content, you should check their privacy policy prior to submitting any personal information.

Your rights

You are entitled to request a copy of the personal information we hold about you and to have any discrepancies rectified. You can do this by email or written request to the address at the start of the policy.

Disclosure of your information

We may pass information with your permission to other medical professionals, insurance companies and/or medico-legal intermediaries who may be involved in your care or have referred you to us; this may include GPs, consultants, occupational health departments or other Health and Care Professions.

This information may be passed on in the form of a written letter which is given to you - if this is the case, the letter becomes your responsibility and the protection of its contents is your responsibility.

If the information is passed electronically by email, we will take all reasonable precautions to transmit the information securely.

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

For further information visit www.aboutcookies.org or www.allaboutcookies.org.

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

Other websites

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 24 May 2018.

How to contact us

Please contact us if you have any questions regarding this privacy policy or any information we hold about you.

Or write to us at:

Helen Griffiths Physiotherapy, Parkgate road, Neston CH64 9FX

07539067441

e-mail helengriffithsphysio@yahoo.com