

## Who are we?

Farndon Physiotherapy Ltd included Farndon Physiotherapy Ltd at 65 High Street, Farndon, CH3 6PT and Tattenhall Physiotherapy and Well-being Centre, High Street, Tattenhall CH3 9PX. Farndon Physiotherapy Ltd is a registered at company house Cardiff (Company number 10659563).

## What information do we collect and how?

Here at Farndon Physiotherapy Ltd, we take your privacy seriously. Personal information is gathered on paper at your physiotherapy assessment, such as name, address, date of birth, phone numbers, email address, information related to your health and the condition you have attended, information regarding ongoing treatment and progress.

## How is your information used?

- To reliably and accurately identify your record in the future for follow up treatment
- Contact details such as address, phone numbers and/or email address, are collected in order to enable changes of appointment or pre-arranged communication regarding your health/condition.
- Personal sensitive data relating to your health is gathered as part of your physiotherapy assessment, to aid in diagnosis and treatment of your condition.
- Communication with GP's, Consultants, healthcare professionals, your medical insurance company and legal services – with your consent (see access to information)
- Internal training and audit purposes – in which event, information will be anonymised

## Who has access to your information?

This information will **not** be shared outside Farndon Physiotherapy Ltd, unless your **consent** is obtained, examples include:

- Communication with your GP, GP team or Medical Consultant in the event of further investigations, medication requests or referral.
- Solicitor/legal team in the event of an accident claim.
- Your medical insurance company if you are claiming for treatment or payments are going through your health insurance company.
- Forms for occupational health, social services, disability assessments
- **However, if you ring and request a service provided by another therapist or business working within Tattenhall Physiotherapy and Wellbeing or Farndon Physiotherapy Clinics, for example, Houlbrook Physiotherapy (community based physiotherapy); Rachel Martin Clinic (Remedial Sports Massage therapist); Enable Orthotics; Aspire Counselling; The Universal Therapist (reflexology); we will pass the contact details you provided to the relevant service provider, for them to contact you directly.**

**We will not sell or rent your information to third parties, nor will we share your information with third parties for marketing purposes.**

## **How your information is kept?**

When you give us personal information, we take steps to ensure that it's treated securely. Information is kept securely for 8 years after the date of your last treatment or at age 25 years for patients under 18 years of age. After this date it will be securely disposed of.

We will only contact you in relation to a previous request by you to contact us, or regarding any changes of appointment. We may also contact you to discuss your progress treatment or gain consent to share information with relevant healthcare professionals.

## **How you can access and update your information?**

You have the right to see the information we have relating to you and can request this in writing. You also have the right to amend any inaccuracies in the information we hold. The accuracy of your information is important to us, so if any of the other information we hold is inaccurate at the time of writing or out of date, please write to us at: Farndon Physiotherapy Ltd, 65 High Street, Farndon, Chester, CH36PT. Alternatively, you can telephone 01829 270544

You have the right to ask for a copy of the information Farndon Physiotherapy Ltd hold about you (we may charge £10 for information requests) to cover our costs in providing you with details of the information we hold about you.

## **Security precautions in place to protect the loss, misuse or alteration of your information.**

When you give us personal information, we take steps to ensure that it's treated securely. Non-sensitive details (your email address etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk.

**Links to other websites.** Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website. In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third-party site and recommend that you check the policy of that third-party site.

## **Review of this Policy.**

We keep this Policy under regular review. This Policy was last updated in April 2018.