



## Privacy Notice for Bentham Physiotherapy Clinic Ltd

Bentham Physiotherapy Clinic Ltd is committed to protecting and respecting your privacy. We are a controller of your personal data under existing data protection laws and from 25<sup>th</sup> May 2018, the General Data Protection Regulations (GDPR). For the purposes of these regulations the data controller is Bentham Physiotherapy Clinic Ltd of 17A Mount Pleasant, High Bentham LA2 7JY and will be referred to as "us", "our" or "we" in the following notice.

### 1. What information do we hold:

#### Information we collect from you:

We may collect and process the following data you give us:

- Information you give us when making an initial phone or email enquiry.
- Data that we take during your initial consultation. This will include Name, Date of Birth, Address, contact phone number, email address, GP details, occupation and also health related information regarding your current and past medical history including medication, family history, lifestyle questions, consent for assessment. In certain circumstance you may be asked for a Next of Kin contact.
- Data that we take on an ongoing basis at every treatment session. This will include response to previous treatment, changes in your medical status since last attendance, changes in medication, consent for treatment.
- Financial information including record of your payments and insurance authorisation numbers

#### Information we receive from other sources:

We may receive and process the following data from: other medical practitioners, insurance companies, third party providers including; referral letters, information about your medical condition, investigation reports eg Xray or MRI, insurance details, your contact details, date of birth etc.

### 2. How does Bentham Physiotherapy Clinic use this information:

The information we collect from you and other sources allows us:

- To provide physiotherapy services to you
- To provide physiotherapy reports as requested by your third party insurer
- To provide review, discharge or onward referral reports for your medical practitioner
- To notify you about changes to our service
- To submit invoices to third party insurers
- To complete year end accounts for HMRC

### 3. The legal bases for collecting and processing this data are:

CONSENT: You have given clear consent for us to process your data for a specific purpose

LEGAL OBLIGATION: The processing is necessary for us to comply with the law eg storing medical records.

VITAL INTEREST: The processing is necessary to protect someone's life eg. Next of Kin information in certain instances.

### 4. How long is your personal information retained by us?

The data that is collected from you during your consultation and subsequent treatments, and any relevant data from other sources, forms our medical records. We are legally obliged to retain medical records for at least eight years from the date of last treatment for adults, and for children, eight years

after their 18th birthday or until 25 years of age. Your medical records may be kept indefinitely in case of future litigation.

In order to complete year end accounts and to maintain contractual obligations with some insurance and third party providers, attendance and payment records will need to be kept for 12 months.

Data from other sources that do not form the medical records will only be retained for the course of the treatment, or until payment for physiotherapy services has been received.

## 5. What should you do if your personal information changes?

You should inform us by phone (015242) 62216 or email [info@benthamphysio.co.uk](mailto:info@benthamphysio.co.uk), or post 17A Mount Pleasant, LA2 7JY, so that your records can be updated.

## 6. Where do we store your personal data?

- Answer phone: your message is kept until your enquiry has been dealt with then deleted.
- Email: Password protected email on a password protected computer.
- Hand written diary: this is kept in a locked bag or in sight of the physiotherapist at all times. Previous years diaries are disposed of after 12 months.
- Medical Records: when not in use, kept in lockable cabinets, drawers or filing cabinets, with the key securely stored remotely.
- Data from other sources: kept in lockable bags, cabinets, drawers or filing cabinets, with the keys securely stored remotely.

## 7. Disclosing personal information:

We will not sell, distribute or lease your personal information to third parties unless we are required to do so by law.

## 8. What are your rights under GDPR laws?

In certain circumstances, you have rights under data protection laws in relation to your personal data. These include the right to:

- Request access, correction and removal of your personal data
- Object to processing of your personal information
- Restrict processing of your personal information
- Request moving, copying and transferring of your personal data
- Right to withdraw consent

If you request access to your personal data, there will not be a fee unless the request is excessive or repeated. All legitimate requests will be dealt with within 30 days of the request.

You can see more about these rights at: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

## 9. Changes to this privacy notice:

We may change this privacy notice from time to time in order to reflect changes in the law and/or our privacy practices. We encourage you to check this privacy notice for changes whenever you revisit our website [www.benthamphysio.co.uk](http://www.benthamphysio.co.uk) or attend for a new initial consultation.

## 10. Contact us:

Questions, comments, and requests regarding this privacy notice are welcomed, or if you wish to exercise any of your rights, please email us at [info@benthamphysio.co.uk](mailto:info@benthamphysio.co.uk)