

Privacy Policy

Our contact details

Name: Faye Vermaak

Address: 60 Glebe Road, Appleby, Cumbria, CA16 6RU

Phone Number: 07793551976

E-mail: Faye@restorerecover.co.uk

Website: www.restorerecover.co.uk

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name, date of birth and contact details)
- Medical history & GP name (current & past medical conditions and injuries)
- Lifestyle questions
- Health or care needs

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Your identifiable information is stored on our electronic patient record system. This information is collected because physiotherapy staff have a professional and legal obligation to keep an accurate record of their interactions with patients.
- Your identifiable information and medical information may be shared with your GP or another medical professional. Your consent would be gained before this was done (unless it was necessary to protect public safety or prevent harm to other people). Sharing information within a multidisciplinary team or with other organisations is often an important way of making sure care can be provided effectively.
- Your email address (if you provide one) is used by Restore Recover Physiotherapy to contact you or send you a personalised exercise plan via a 3rd party called Rehab My Patient. This would be discussed with you first.

We use the information that you have given us in order to:

- Keep accurate patient records
- Contact you
- Refer you to another health professional if it was felt necessary to protect your health
- Send you an exercise program
- To understand your medical needs and enable us to treat you safely

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting Faye Vermaak. Email: Faye@restorerecover.co.uk or call 07793551976

(b) We have a legal obligation.

(c) It is requirement of our registration as a physiotherapist.

How we store your personal information

Your information is securely stored on an electronic cloud-based platform called Cliniko. Cliniko is encrypted using HTTPS (end-to-end encryption). They use a 2048-bit SSL certification for encryption in transit. All data is also encrypted at rest and backed up daily, using the industry-standard AES-256 encryption algorithm.

We keep your identifiable information and treatment records for 8 years after your last appointment in line with legal requirement. We will then permanently delete your entire record on the Cliniko platform.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at: faye@restorerecover.co.uk or call 07793551976 if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at Faye@restorerecover.co.uk or Restore Recover Physiotherapy, 60 Glebe Road, Appleby, Cumbria, CA16 6RU

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>