

# Lough Shore

## PHYSIO

At LoughShore Physiotherapy Ltd we do all we can to respect your right to privacy and the protection of your personal information.

This notice sets out a summary of what we do with your information, how we ensure it is secure and your rights in relation to that.

At LoughShore Physiotherapy we are committed to;

- Collecting and using personal information fairly and lawfully.
- Ensuring personal information held is secure, accurate and up to date.
- Respecting individual's rights in respect of their personal information.
- Only disclosing personal information to those who are authorised to receive it.
- Not holding excessive amounts of information or keeping it longer than is necessary.

### **How we protect and use your information**

When you arrive at the clinic you will be asked to complete a patient registration form or will have received this form via email if you have provided this when making your appointment, prior to your arrival at the clinic. This form collects personal data about you which is essential for our professional records. You will also be asked to sign the form and give consent for you to be assessed and treated by one of our staff members.

Your consent will also be requested to allow us to contact you via email with any further information regarding clinic information, services or products that we offer. You have the right to choose whether or not you would like us to contact you.

Your personal and sensitive information is stored on highly secure and monitored practice management software system and all records are held on a remote server.

Sensitive Personal Data about the condition or problem you are seeking treatment for will be collected in a secure and confidential manner during your initial assessment by a member of staff.

### **How long do we keep your personal information**

Your personal data will be stored for a minimum of 8 years in accordance with legal requirements established by the Health and Care Professions Council (HCPC), the Chartered Society of Physiotherapy (CSP) and the College of Podiatry (COP). After 8 years you may request for your information to be destroyed, it will otherwise continue to be stored to aid and assist in the decision-making process and treatment of future episodes.

Your data will not be shared with any unauthorised third party; however, it may be shared with private medical insurers or medical practitioners in cases of onward referral, requests for further treatment or necessary discharge reports. In the case of onward referral, you will be involved in this decision making process and your consent will be required.

## **Your Rights**

You have certain legal rights to control what we do with your information. This includes:

- A right to get access to your personal information
- A right to ask for your information to be kept up to date
- A right to request that your personal data is erased when it is no longer necessary for the clinic to retain the information
- A right to withdraw your consent for processing your information in certain circumstances
- A right to object to direct marketing
- A right to receive personal information you provided in a portable format ( where applicable)
- A right to lodge a complaint with the Information Commissioners Office

**Victoria Edgar (MCSP)**, is the data controller for LoughShore Physiotherapy Ltd. This means she decides how your data is processed and for what purposes. You can contact her by;

-phone on 028 9332 9932

-email on [info@loughshorephysio.co.uk](mailto:info@loughshorephysio.co.uk) or

-by writing to 'LoughShore Physiotherapy Ltd, 1b Lancasterian Street, Carrickfergus, BT38 7FH'

If we wish to use your personal data for a new purpose, not covered by this Data Protection Notice, we will provide you with a new notice explaining this change prior to commencing the processing and provide you with details on the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

January 2021