



NEURO PHYSIO WALES LTD

Company Number: 4777786

Mrs SL Davis, GRAD.DIP.PHYS.MCSP

Chartered Physiotherapist and HCPC Registered

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PRIVACY POLICY

Neuro Physio Wales Ltd is committed to protecting your personal information and this privacy policy is related to our use of your personal information collected from you either in person, or information you give us through our contact form on our website, by letter, e-mail, SMS or over the telephone.

Neuro Physio Wales Ltd acts as the data controller for the purposes of the Data Protection Act 1998 & 2018 and the EU General Data Protection Regulation ("GDPR") regarding the use of your personal data as described in this policy.

You can contact Neuro Physio Wales Ltd using the contact details set out in at the beginning and end of this privacy policy.

'Personal information' means any information that is capable of identifying you.

'We' means Neuro Physio Wales Ltd.

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 will we collect and when?

We collect and process information when you submit an enquiry through our website contact form or our social media pages, when you telephone the clinic to make an enquiry, send us an email, text 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, either landline or mobile or both

Your e-mail address

A brief description of why you are enquiring about our services

We may send out a new client details form to be returned before the assessment or to bring with you at the appointment that will include the above information along with:

Next of kin name and number

General Practitioner details

Present condition

Previous medical history/illness/allergies if relevant to the reason you are visiting us

At your appointment at the clinic we will ask for information regarding your general health, your previous health and information regarding the condition you are seeing advice about. We will also ask for information regarding any activities you undertake, your employment and any medication you take.

We will also record the findings of your assessment and treatment.

How do we use this information?

We use electronic and physical records and all information is kept in a file that directly relates to your episode of care.

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 on going treatment including sending exercises by email or invoices by email or post.
4. To contact you if new information or treatments become available that may be of benefit to you.
5. To contact your next of kin nominated in case of emergency.
6. We may pass information with your permission to other medical professionals who may be involved in your care, this may include; GPs, Consultants, or other Health and Care professions.
7. We may use your information for quality feedback purposes.
8. We may use your information for audit purposes.

We do not pass on your information for commercial purposes.

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 if any personal information changes.

How long do we keep your 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 client's 25th birthday or 8 years after death.

We may retain electronic records indefinitely for use if you return for another episode of treatment or analytical purposes.

New enquiry details we retain for 2 years.

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 policy to read prior to submitting any personal information.

Your rights

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

Disclosure of your information

We may pass information with your permission to other medical professionals who may be involved in your care; this may include GPs consultants and other Health and Care professions. The information may be passed on in the form of a telephone call or written letter. If the information is passed electronically by email, it will be password protected and we will take all reasonable precautions to transmit the information securely.

Changes to our privacy policy

All changes will be notified on our website

Contact Details

Any questions regarding this privacy policy should be addressed to:

Sara Davis
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