

# PHYSIO WORKS with Green Massage Therapy

## Privacy Statement

Under the General Data Protection Regulation (GDPR) which came into force on 18<sup>th</sup> May 2018, we (Physio Works with Green Massage Therapy) are required to notify you (the client) of what data we hold about you, how we use it and how we store the data in the process of carrying out the physiotherapy services we offer.

In addition to the Information Commissioners Office (ICO), we are also regulated by the Chartered Society of Physiotherapists (CSP) and the Health and Care Professions Council (HCPC).

### Data Collected

Standard personal information which can include (but not limited to):

- name
- contact information (phone number, email address, home address)
- occupation
- date of birth
- parent or guardian details (only if under 17 years).

Special Category personal information relating to health can include (but is not limited to)

- clinical notes including past medical history
- examination findings
- treatment delivered and advice provided
- correspondence with other clinical professionals which relates to your current or past clinical care.

### Data Storage

- Only your name and contact information is stored on a computer. This is protected by up to date virus protection software and password protected when not in use.
- All other information is stored on paper. All notes are kept in a locked metal filing cabinet to which only clinical employees have access.

### Data Sharing

- Data is never shared with third parties for marketing purposes.
- Copies of clinical data may be shared with you, other Health Care Providers or solicitors acting on your behalf, but only with your written consent.

### How Data is Used

- Email address or phone numbers may be used by us, to contact you in relation to appointment times and availability.
- In accordance with HCPC and CSP regulations, clinical notes have to be made after each consultation. These will be referred to before each subsequent consultation to assess the progress of the condition being treated.

### Retention of Data

In compliance with the NHS Records Management Code of Practice for Health and Social Care (2016), for adults we are obliged to keep all clinical notes for 8 years after the treatment has ceased. For children, notes are retained until they reach the age of 25 years. Thereafter, all data is destroyed in a secure manner.

Please address all questions regarding GDPR compliance initially to Helen Greensmith at PhysioWorks with Green Massage Therapy. If we are unable to resolve your concerns then please contact the ICO: <https://ico.org.uk/global/contact-us/>