



## HOLME PHYSIO PRIVACY POLICY / GDPR (v1.2)

[www.holmephysio.co.uk](http://www.holmephysio.co.uk)  
[info@holmephysio.co.uk](mailto:info@holmephysio.co.uk)

This notice explains what information Holme Physio collects, when we collect it and how we use this.

During the course of our activities, we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

### **Who are we?**

Holme Physio ("we") is the collective trading name of Emma Pigford, and associate physiotherapists. We take the issue of security and data protection very seriously and strictly adhere to guidelines published in the General Data Protection Regulation (EU) 2016/679 which is applicable from the 25th May 2018, together with any domestic laws subsequently enacted.

Emma Pigford is notified as a Data Controller with the Office of the Information Commissioner and is the data controller of any personal data that you provide to us, albeit you may send this information to other Home Physio associate Physiotherapists, acting as her representative.

Any questions relating to this notice and our privacy practices can be directed to Emma Pigford.

### **How we collect information from you and what information we collect**

We collect information about:

- Patients
- Patient next of kin

We collect information from:

- Our initial conversations with you, in person or over the phone
- Physiotherapy sessions
- Other correspondence with you
- Other health professionals involved in your care, with your consent

We collect the following type of information:

- Name, address, e-mail address, telephone number.
- Initial assessment information, and ongoing medical treatment notes, in line with best practise.

### **Why we need this information about you and how it will be used**

We need your information and will use your information:

- to undertake and perform our obligations and duties to you in accordance with the terms of our contract with you
- to enable us to supply you with the services and information which you have requested
- to help you to manage your medical condition
- to analyse the information, we collect so that we can administer, support and improve and develop our business and the services we offer
- to contact you after treatment has concluded, to understand if further services are needed, including any offers that may be available.
- for all other purposes consistent with the proper performance of our operations and business.

### **Sharing of Your Information**

The information you provide to us will be treated by us as confidential. We may disclose your information to other third parties who act for us for the purposes set out in this notice or for purposes approved by you, including the following:

- If we enter into a joint venture with or merged with a business entity, your information may be disclosed to our new business partners or owners
- Between physiotherapists associated with Home Physio, to redistribute work or share best practice
- Companies which facilitate our business services (ie: accounting, invoicing, expense, financial management, patient organisation and medical note software).

Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

### Transfers outside the UK and Europe

Your information will ordinarily only be stored within the UK and EEA.

Where information is transferred outside the UK or EEA, we will ensure that this is only done so through reputable businesses.

### Security

When you give us information we take steps to make sure that your personal information is kept secure and safe. Information can be held on a variety of mediums, as follows:

Medium	Security
Email accounts	<ul style="list-style-type: none"> <li>• Password protected Google GMail accounts</li> </ul>
Personal computers	<ul style="list-style-type: none"> <li>• Stored at Holme Physio's registered address.</li> <li>• Pin or password protected logon</li> </ul>
Network hard drives	<ul style="list-style-type: none"> <li>• Stored at Holme Physio's registered address.</li> <li>• Pin or password protected (if accessed via the internet)</li> </ul>
Online storage (eg: Google Drive)	<ul style="list-style-type: none"> <li>• Pin, password or pattern protected</li> </ul>
Mobile phones and Tablets	<ul style="list-style-type: none"> <li>• Pin, password or pattern protected</li> </ul>
Paper files	<ul style="list-style-type: none"> <li>• Stored at Holme Physio's registered address, and associated Physio's home addresses.</li> </ul>
Companies which facilitate our business services	<ul style="list-style-type: none"> <li>• Password protected access and GDPR compliant</li> </ul>

### How long we will keep your information

We review data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law (we may be legally required to hold some types of information), or as set out in any relevant contract we have with you.

Our full retention schedule is available on request, but generally this is up to 8 years, after treatment ends.

### Your Rights

You have the right at any time to:

- ask for a copy of the information about you held by us in our records
- require us to correct any inaccuracies in your information
- make a request to us to delete what personal data of yours we hold (when no longer needed)
- object to receiving any marketing communications from us.

If you would like to exercise any of your rights above please contact us at [info@holmephysio.co.uk](mailto:info@holmephysio.co.uk)

Should you wish to complain about the use of your information, we would ask that you contact us to resolve this matter in the first instance. You also have the right to complain to the Information Commissioner's Office in relation to our use of your information. The Information Commissioner's contact details are noted below:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.  
 Telephone: 0303 123 1113 Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

The accuracy of your information is important to us - please help us keep our records updated by informing us of any changes to your email address and other contact details.