Privacy Notice

Introduction

The following privacy notice outlines how Impact Physio collects, uses, protects and transfers your personal data.

The data protection officer/data owner for the organisation is Rachel Royer. You can contact the data protection officer/data owner by sending an email to enquiries@impactphysio.co.uk by contacting Impact Physio, 128 derby Road, Long Eaton, Nottingham, NG104ER

Personal data collected

The personal data that we collect is:

Name

Home address

Email Address

Date of birth

Phone number

Health information

GP details

Medical Information related to your condition

Purpose and Legal Basis for Processing Your Data

Impact Physio respects your privacy will never sell or rent your personal data to any third-party.

Sharing of your data and direct marketing activities are only carried out with your express consent, which you are free to withdraw at any time.

We need to obtain and process your personal data to provide you with our products, services and treatments and to fulfil our business and legal obligations.

We will never collect any personal information from you that we do not need or retain any data that is no longer necessary for the purposes specified in this notice.

Where we request sensitive personal data from you (i.e. health or medical data), the reason(s) for the request will be clearly given along with the purposes of the processing.

Explicit consent through a signature will always be required for us to obtain and process your health information.

Who is processing my data?

Impact Physio is the data controller and processes your personal information for the purposes laid out in this privacy notice.

Your personal data is processed to:

Collect specific personal data (name, address, email, contact number, DOB) that is required to enter into a contract to sell a product or service.

Engage in communication with you including confirmation and reminders of appointments, and requests to cancel or change bookings.

Collect Health information to perform the agreed services appropriately, and potentially highlight areas that products and services may cause issues to clients because of their health.

Ensure a safe service and provide industry standard advice.

Select relevant offers, promotions and information for you.

Evaluate the number of clients we have.

Hold personal data that is required by law or to respond to legal process.

Hold for insurance purposes.

By law retain medical records for a minimum period of 7 years or until the age of 18 years old.

Your rights as the individual

If your personal data is held by Impact Physio, you hold particular rights over it.

Where you have provided consent for us to contact you as part of our marketing services, you have the right to modify or withdraw your consent at any time by using the unsubscribe option accompanied with all of our direct marketing or by contacting us directly.

You also have the right:

To be informed of how your personal data will be used before it is collected.

*To access your personal data* personal data and to information on how your information is used after it has been gathered.

*To have* personal data corrected if it is incomplete, inaccurate or out-of-date.

To request the removal or deletion of personal data where there is no compelling reason for its continued processing.

To *restrict processing*, to block processing of your personal data.

To *data portability*, having your data moved, copied or transferred from Impact Physio  to another organisation in an easily readable format.

*To object* to direct marketing from us.

Special categories of personal data collected

Health questions are asked in many of our consent forms to potentially highlight treatments that may have a negative effect on your health due to medication you are taking or a condition you have. At any time after giving consent, you can withdraw you consent, subject to legal, insurance and contractual restrictions (see more on "your rights as an individual"). Your privacy is very important to us and we only use this information for determining your suitability for the treatment.

Process of collection

Your personal data is collected when you provide it to us through TM3 software, our website, over the phone, in one of our clinics, by email, social media, in writing or any other means by which you provide it to us. Information is stored using the TM3 software platform as well as some level of paper record keeping.

Impact Physio gives you access to information about your account and bookings through TM3 software, for the limited purpose of viewing and updating that information.

Children's Privacy

Impact Physio does not collect the personal data of children under the age of 13 without parental or guardian consent.

All medical records are retained for legal purposes until the age of 18 years old or a minimum of 7 years.

Data Sharing

Your personal data is shared only with TM3 representatives in cases that customer support and troubleshooting is required for the clinic.

Impact Physio does not share your personal information with any third-party without your prior consent, other than those already disclosed in this privacy notice or as part of our legal obligations under the relevant data protection laws.

Use of Data Processors

Data processors are third parties who provide some elements of our business services for us. Where we use a third-party, we have strict agreements in place governing the processing of your personal data, on which no action can be taken without instruction from us. The third-parties with whom we work will never share or disclose your personal information and will hold it securely at all times.

TM3

Impact Physio use software provided by TM3 to manage the clinic for appointment scheduling, and marketing.

How Long Do We Keep Your Data?

Impact Physio are required under medical and tax laws to keep your personal data for a minimum of 7 years.

Health and Safety records will be retained for 7 years and where we have your consent for marketing purposes, we will retain the minimum required data until you notify us that you no longer wish to receive such information. We will not contact you again after a period of 2 years if we do not have permission.

*The criteria for which we would continue to process your personal information includes:*

Where there is a legal basis, obligation or legitimate interest to continuing processing your personal information

Where processing is necessary for the establishment, exercise or defence of legal claims.

Transfers of personal information

When your personal data is processed through TM3 software, all of it is held within the EU. Your information is processed by the TM3software. During this process your data is encrypted in transit and at rest.

Consequences of not providing your personal information to Impact Physio

In the event that you want to purchase a product or service from Impact Physio, certain personal information is required to enter into a contract with you. Impact Physio will not be able to enter into a contract with you to fulfil an attempt to purchase a product or service if you do not provide your personal information.

As noted in this privacy statement, we are processing your personal data to comply with legal and statutory obligations and in the performance of a contract. You can always choose not to provide personal information; however, we will be unable to provide certain products, services and treatments in these instances.

Safeguarding your Personal Data

Appropriate measures are taken to protect your personal data from access from unauthorized persons or inappropriate access, internal or external. Your connection to the TM3system uses a HTTP Secure communication protocol. This means all information passed to the TM3 system is encrypted during data input and transfer to the cloud. Any paper files recording your personal data are held in a locked filing cabinet or safe which can only be accessed by authorised personnel in the clinic. Employees / team are only assigned specific access rights and can only access the clinic software with the pw assigned to them by the management of the clinic.

Complaints

In the occurrence that you want to make a complaint about how your personal data was gathered, how it is being processed by Impact Physio (or third parties used by Impact Physio) or you are not satisfied about how a complaint has been handled, you retain the right to lodge a complaint directly with the supervisory authority and Impact Physio and also the clinic Data Protection Officer/ GDPR Owner.

<https://ico.org.uk/make-a-complaint/>