

A6 **CHARTERED** **PHYSIOTHERAPY** **& SPORTS INJURY CLINIC** **CHARTERED PHYSIOTHERAPISTS BSc (HONS), MCSP, MHCPC & MAACP.** **A6 PHYSIOTHERAPY, BELLRENO, BOLTON ROAD, CHORLEY, LANCs. PR74AJ.**

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Privacy Notice

Please read the below notice and then fill in and sign the GDPR consent form

Under the General Data Protection Regulation (GDPR) we must ensure that your personal data is handled in ways that are transparent and that you would reasonably expect. Consequently, you must be aware and understand these changes and that you could object and understand how to exercise that right.

During your treatment at A6 Physiotherapy the clinic necessarily needs to hold some of your personal information. For example, we need to hold your contact details for appointment purposes and we also need to store your clinical notes on the premises as a basic requirement of our clinical professional standards. Assessment notes will likely contain confidential personal information such as your medical history and details of previous and current treatment episodes.

We would like to make it clear that A6 Physiotherapy will never pass any of your contact details to a third party and under no circumstances pass on any of your clinical records unless you have given your expressed written consent in cases where medical reports are required as part of your treatment. In order to keep your GP/Consultant informed of your care A6 Physiotherapy routinely send a letter after initial assessment and discharge letter on completion of treatment. You have every right to see these letters or any other records pertaining to your treatment if you officially request to do so via a 'subject access request'. A6 Physiotherapy will always be happy to assist you in any request in this regard with no detriment to your ongoing treatment at A6 Physiotherapy. We can also confirm that your data will not be used for any automated profiling purposes.

You also have the right to have your personal data deleted on request and to withdraw treatment consent. However, we are required to retain notes pertaining to treatment episodes and any withdrawal of treatment consent would result in termination of your treatment episode.

Clinical notes no longer in use are securely archived after two years and securely destroyed on-site after eight years. We are however required to retain records for a longer period when the patient is a child. All our clinical records are stored securely on the premises and are unavailable to anyone except authorised staff. Personal contact details are used solely for appointment purposes. This information is stored on our software package called Nookal. The storage and management of sensitive client and business data is an important factor. Our software supplier Nookal are ISO 27001 certified, as well as having a dedicated infosec team to ensure the data of our clients is protected to the highest possible level. All data is stored in highly secure, monitored datacenters around the world. Your data is typically stored in the country, for example Nookal's UK customers have their data hosted in the UK and Australian clients have their data hosted in Australia.

Contact Details to exercise all relevant rights, queries of complaints please in the first instance contact the Business Owner Samantha Durnian on 01257 230140 or info@a6physio.co.uk.

You can contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

A6 Physiotherapy keep our Privacy Notice under regular review. A6 Physiotherapy reserves the right to make changes to its Privacy Notice at any time.