

Privacy Notice for Berkley Kemp Physiotherapy

We are committed to respecting your privacy and protecting the information that we hold. We have put the following measures in place to ensure we are General Data Protection Regulation (GDPR) compliant.

This privacy notice provides you with details of how we collect and process your personal data.

Berkley Kemp Ltd is the data controller and we are responsible for your personal data (referred to as “we”, “us” or “our” in this privacy notice).

How we Process your Personal Data.

The data that we hold consists of data that you have provided when making an enquiry or appointment at the practice, and data that we take during your consultation. For example: Your name, address, email address and telephone number that you have provided. This information is transferred to our diary and is only accessible by the Physiotherapists working for Berkley Kemp Physiotherapy.

The data that is taken during your consultation forms our medical records. This includes your name, address, contact phone number, email address, date of birth, GP but also details of your current and past medical history. This may include any medication that is taken and any pertinent family history.

As with all medical records we follow the legal guidelines on length of storage. This is currently at least 8 years after the last entry or 25 years of age if the child was a minor when the case history was taken, although for lawful reasons your medical notes may be kept indefinitely.

The information contained in these records is treated with complete confidentiality. All medical records are kept in dedicated locked filing cabinets. Your records will not be shared with any other person, practitioner or any other medical professional including your GP without your consent, unless we deem it in your best interests and medically urgent to do so.

Website Privacy

This is a notice to inform you of our policy about all information that we record about you. It sets out the conditions under which we may process any information that we collect from you, or that you provide to us. It covers information that could identify you (“personal information”) and information that could not. In the context of the law and this notice, “process” means collect, store, transfer, use or otherwise act on information.

We regret that if there are one or more points below with which you are not happy, your only recourse is to leave our website immediately.

We take seriously the protection of your privacy and confidentiality.

We understand that all visitors to our website are entitled to know that their personal data will not be used for any purpose unintended by them, and will not accidentally fall into the hands of a third party.

We undertake to preserve the confidentiality of all information you provide to us, and hope that you reciprocate.

Our policy complies with UK law accordingly implemented, including that required by the EU General Data Protection Regulation (GDPR).

Except as set out below, we do not share, or sell, or disclose to a third party, any information collected through our website.

The law requires us to tell you about your rights and our obligations to you in regards to the processing and control of your personal data.

Links to Third Party Websites

When you are using the website, you may move to other websites which are not operated by us (“Third Party Websites”). Third Party Websites may send their own cookies to you and collect or request data and personal information. We do not control Third Party Websites and therefore are not responsible for them. By having a link to Third Party Websites from the Website we do not make any promise or recommendation about the Third-Party Websites and we may not have any connection with the people who operate the Third-Party Websites. You should always read the privacy policy of Third Party Websites

as their policy may be materially different to that of Berkley Kemp Physiotherapy.

Messages sent via the contact page on the website

Messages sent to us via the website are sent to a computer that is password protected and will be deleted when the enquiry has been dealt with.

Use of information by website host

Our website host is 123 Reg Website Builder. Please click on the following link for details of how 123 Reg process data including IP addresses and their use of Cookies.

123 Reg Privacy Policy:

https://www.123-reg.co.uk/terms/privacy.shtml?utm_source=Sign-Up.to&utm_medium=email&utm_campaign=40641-261774-FINAL+-+GDPR+update

Disclosing Information

We will not sell, distribute or lease your personal information to third parties unless we are required to by law.

Your Legal Rights

Under certain circumstances, you have rights under data protection laws in relation to your personal data.

These include the right to:

Request access, correction and removal to your personal data.

Object to processing of your personal data.

Request restriction of processing your personal data.

Request transfer of your personal data.

Right to withdraw consent.

You can see more about these rights at:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

If you wish to exercise any of the rights set out above, please email us at:

berkleykempphysiotherapy@gmail.com

If you request access to your personal data, there will not be a fee unless the request is excessive. We try to respond to all legitimate requests within one week.

Complaints

If you wish to raise a complaint on how we have handled your personal data you can contact us by phone, email or in writing to have the matter investigated. If you are not satisfied by our response, or if you believe we are not processing your personal data in accordance with the law you can complain to the Information Commissioner's Office: <https://ico.org.uk/>

Karen Aston: Lead Practitioner: On behalf of Berkley Kemp Physiotherapy.