

## **PRIVACY POLICY**

Abacus Physiotherapy Ltd is committed to protecting your personal information and this privacy policy relates to our use of your personal information collected from you either in person, via our website, by letter, email, text or telephone.

“Personal information” means any information capable of identifying you.

“We” means Abacus Physiotherapy Ltd which includes the Louth Physiofirst centre which is a trading name.

We collect and process data because we have a legal obligation to do so as part of your treatment with us. The data we collect is relevant and limited to what is necessary.

### **What information we collect & when**

We collect information either directly from you when you contact us whether that is through the website, via email, letter, telephone or in clinic. We may also collect information indirectly when your information is sent to us via a 3<sup>rd</sup> party. This could be your GP, insurance company or solicitor etc.

### **The details we are likely to collect will be**

Your name, date of birth, address, telephone number, email address (for booking confirmation). At your appointment we will ask you for information on your condition/injury, any relevant past medical history and any medication you may be taking. We will also ask for information regarding your lifestyle. We will record this information along with the findings of your physical examination as part of your physiotherapy record.

### **How we use the information.**

Your records maybe in electronic & paper formats. Your electronic record is hosted by a third party – Rushcliffe Ltd in order to maintain the highest level of data security. Your paper records are held securely in line with national standards.

### **We use this information:**

1. To provide a legal record of your care.
2. To ensure continuity of care.
3. To contact you in regards to your care.
4. We may share your information with your consent to other professionals involved in your care eg your GP, consultant, employer, occupational health department, solicitor etc.
5. We may use your information for quality feedback purposes.
6. We may use your information for audit purposes.

We will not pass on your information to commercial 3<sup>rd</sup> parties.

We take all reasonable steps to ensure your details are kept up to date and rectified if necessary. It is your responsibility to inform us if your personal information changes.

### **How long do we keep your personal information?**

We have a legal obligation to retain an adults records for a period of 8 years after the conclusion of your treatment. If the records relates to a child or young person, the record must be kept until the persons 25<sup>th</sup> Birthday or 8 years after death.

### **How do we protect your information?**

We take organisational and technical security measures to protect the information against unauthorised access, disclosure or unlawful processing. Our website contains links to external sites,

these sites have their own privacy policies and we are not responsible for their content. You should check their privacy policy prior to submitting any personal information.

**Your rights**

You are entitled to have access to a copy of the personal information we hold about you and to have any discrepancies rectified. You can do this by written request either by letter or email.

**Disclosure of your information**

We may ask your consent to share your information with others involved in your care. We may ask your permission to send this via email or letter. Should you choose to hand deliver the information it becomes your responsibility to ensure its security.

**Changes to our privacy policy**

All changes will be notified on our website.

Any queries regarding the privacy policy should be addressed to:

Caroline Redding

Abacus Physiotherapy Ltd

c/o Louth Physiofirst Centre

Belvoir Way

Fairfield Industrial Estate

Louth

Lincolnshire

LN11 0LQ

Tele: 01507 602323

Email: [Enquiries@abacusphysio.co.uk](mailto:Enquiries@abacusphysio.co.uk)