

Privacy Policy

Stephanie Edmonds trading as Positive Pelvic Health Physiotherapy (“SE”) operates in accordance with the provisions of domestic privacy legislation (in particular, the Data Protection Act 2018), the EU General Data Protection Regulation (“the GDPR”), the regulatory requirements of the CSP.

“SE” is registered with the Information Commissioner under registration number ZA409353. This policy ensures your data is collected and processed in strict compliance with the General Data Protection Regulations both during and after you have used my service.

“SE” is a physiotherapist providing assessment and management for patients with musculoskeletal and urogynaecological complaints.

If you have any questions about “SE”s use of your personal data, please contact Stephanie Edmonds by post at

Stephanie Edmonds

Positive Health Therapy Centre

Unit 1, Bourne Enterprise Centre

Wrotham Road

Borough Green

Kent

TN15 8DG (“the premises”)

by email at Stephanie.pelvic.phsyio@gmail.com

or by telephone on 07413484998

What data is collected and how?

- Personal information (name, address, email, DOB, telephone number, GP and practice, your employment status. Some of this data is collected from you through the online contact form. The data is sent via email directly to me and once “SE” have responded to you, the email is deleted. Some of this data is also collected during the physiotherapy assessment and placed in your medical record. If this information comes to “SE” via post then once the initial data is processed it is destroyed in line with the domestic privacy legislation.
- Personal information about yourself and your health, particularly related to the reason you are seeking physiotherapy. This is obtained through a verbal consultation with you in my dedicated clinic room.

- The referring GP/ consultant or other healthcare profession may also provide this data in order for us to contact you to organise your assessment.
- “SE” does not collect information personal information about your online activities across third party websites.

Why is your data collected and how is it used?

- “SE” is legally bound by CSP guidelines to collect a certain amount of data, relating to you and your health in order to provide physiotherapy services and aid clinical impression and formulation of your treatment.
- Your personal information is used to reliably identify your record.
- Your personal contact information will allow “SE” to get in touch with you regarding any changes to your appointments or send you appointment reminders.
- It is sometimes necessary for “SE” to communicate with another healthcare provider (GPs/consultants/personal trainer/ exercise instructor/ massage therapist/ osteopath/ another physiotherapist) or with your health insurance company regarding your care and treatment. This will be written and sent via post or encrypted email (Engress Switch). “SE” will ask your consent and include you in any communication if you require.

Where and How is your data stored?

- Your information is stored on paper, in a locked filing cabinet at the premises. The premises is always locked and alarmed out of working hours.
- Electronically using a specialist medical records service fully compliant with General Data Protection Regulations. Access to this is password protected and the passwords are changed regularly.
- On our office computers. These are password-protected, backed up regularly, and the premises is locked and alarmed out of working hours.
- “SE” has a legal obligation to retain your records for 8 years after your most recent appointment (or age 25, if this is longer), but after this period you can ask us to delete your records if you wish. Otherwise, “SE” will retain your records indefinitely in order that “SE” can provide you with the best possible care should you need to see us at some future date.

Who can access your data?

“SE” will never share your data with anyone who does not need access. “SE” does not share or sell data to third parties. Only the following people/agencies will have routine access to your data:

- The medical records service who store and process our files.
- “SE” (the physiotherapist) so “SE” can provide you with treatment.
- The reception staff as they organise diaries and organise appointments and reminders (they do not have access to your medical history records or sensitive personal information).
- Other administrative staff (bookkeeper). They again do not have access to your medical history records or sensitive personal information.

- “SE” also uses Mailchimp to coordinate messages and Health code, BUPA, AXA and AVIVA to invoice for treatment, so your name, address, DOB and email address may be saved on their server.
- Appropriate parties in the event of emergencies: in particular to protect health and safety of our clients, staff and organisations;
- Law enforcement bodies and our regulators: or other competent authorities in accordance with legal requirements or good practice;

Where is your data sent?

- Contact forms submitted from the website might be checked through an automated spam detection service.
- No other data is sent onto anywhere else without prior consent e.g., a communication to your insurance company or other health care professional regarding your care.
- If you have any questions at all about how your data is stored or used, please do not hesitate to contact “SE” (Stephanie.pelvic.phsyio@gmail.com)

How can you access your data?

Under the General Data Protection Regulations, you have the right to see the information that “SE” holds about you, the right to correct any inaccuracies in your information and the right to withdraw these permissions at any time by writing to me. As long as the legal minimum period has elapsed, you can also ask us to delete and safely destroy your records.

“SE” wants you to be absolutely confident that “SE” is treating your personal data responsibly. That “SE” is doing everything “SE” can to make sure that the only people who can access that data have a genuine need to do so.

Additional Information

This website might contain links to other websites run by other organisations. This privacy policy does not cover those websites and applies only to this website and services. “SE” would encourage you to read the privacy policy on the other websites that you visit, “SE” cannot be responsible for the privacy policies of other websites, even if they are accessed through links on the website. Also, if you linked to this website via another website (third-party site), “SE” cannot be responsible for their privacy policies and “SE” recommends you read their policy.

Use of Cookies

This website uses cookies to improve the user experience. To comply with legislation, where applicable this website uses a cookie control system, allowing the user to give explicit permission or to deny the use of saving of cookies on their computer / device. If you do not want to allow the use and saving of cookies from my website, you should use your web browsers security settings to block all cookies from this site.

If you feel that your personal data is being mishandled in any way, you have the right to complain. Complaints must be sent to the data Controller (Stephanie Edmonds).

Contact details:

Stephanie Edmonds
Positive Health Therapy Centre
Unit 1, Bourne Enterprise Centre
Wrotham Road
Borough Green
Kent
TN15 8DG
Stephanie.pelvic.phsyio@gmail.com

If you are not satisfied with our response, then you have the right to raise the matter with the [Information Commissioner's Office](#).