

PRIVACY POLICY

In compliance with UK and European Data Protection Regulations, I take your privacy seriously. The privacy policy refers to Deborah Thomas Physiotherapy. It explains what personal information I collect from you when you are a recipient of my Physiotherapy, Pilates and / or Education services, and when you visit my website www.deborahthomasphysio.co.uk. It covers the collection, processing, and other use of personal data under the General Data Protection Regulations (“GDPR”). The policy explains how I use and protect any information that you provide me with when using any of my services or website.

Data controller contact information

I, Deborah Thomas, am registered with the ICO (Information Commissioner Officer) as the data controller. Any enquiry you may have regarding the policy, the collection, use, storage, and processing of your data is to be addressed to:

Deborah Thomas
34 Caesar Road
Kenilworth
CV8 1DL

I am registered with the ICO - my registration number is: Z3176260

Collecting Information

‘Deborah Thomas Physiotherapy’ may collect personal / sensitive information which I receive when:

- You contact me, or
- You are a recipient of any my services, or
- I receive a referral for you from your GP / consultant or another health care professional, or
- You use my website.

I may collect the following types of information:

- Your name, address, email address, telephone number(s) and other contact details to enable me to communicate with you efficiently and through the manner of your choosing
- Date of birth, GP and/or consultant details, referrer details
- Medical information, letters, and emails that you have shared with me

Why do I collect this information?

Personal information that I collect and store relating to you is primarily used to:

- Provide you with services and / or communication that you may request from me
- Meet my legal and regulatory obligations

How do I collect this information?

I collect personal information:

- directly from individuals, e.g. phone calls, emails online forms and website enquiries,
- via direct referrals from a 3rd party, e.g. your GP or consultant.

I am committed to keeping all my information up to date, and so if you believe that I have made an error, please contact me at: inspirationpilatesphysio@gmail.com and I will correct it.

How long do I keep this information for?

So that I can provide the best possible service, I work under the guidelines of the CSP, HCPC and the ICO. When there are statutory or legal requirements, I will retain relevant sections of your personal data for a set period, after a treatment course has ended, for accounts and records purposes.

Keeping your information safe and secure

Deborah Thomas Physiotherapy is committed to keeping all collected personal data secure, to protect it from being inappropriately accessed, shared, or destroyed, and against it being compromised, in any way.

The IT systems used are all secured, in line with GDPR and ICO regulations. Any paper records, forms and letters are shredded once scanned to a secure IT system.

I work to a high standard of data protection, to provide you with assurance that your information is always secure, and to comply with ICO, GDPR and regulatory body guidance.

Your rights and access to your information

You can withdraw your consent to the use of your personal information at any time. This may affect the services that I am able to offer you. Please contact the ICO for more information at www.ico.org.uk.

To make a request to Deborah Thomas Physiotherapy for any personal information I hold about you, I need you to contact me in writing to the address provided below:

34 Caesar Road, Kenilworth, CV8 1DL or by emailing me at inspirationpilatesphysio@gmail.com

Use of cookies

My website uses cookies to identify a user who has previously visited our website. These small files help make the website work more efficiently. This information does not identify you personally. You can decline cookies by activating the setting on your browser.

Changes to this privacy policy

I keep this privacy policy under regular review and in line with any changes recommended by the Information Commissioner's Office.

This privacy policy was last updated in June 2020.