

## Privacy Policy

### About Us

1. Physio Ed Medical Ltd is a private physiotherapy clinic providing specialist physiotherapy services for all dance, sport and general musculoskeletal injuries as well as pain management. Physio Ed Medical Ltd is also the UK's leading clinic for vocal physiotherapy for both professional and amateur voice users. The Clinic offices are based at 57 Harley Street, London, W1G 8QS and 1 Belsize Crescent, London, NW3 5QY.
2. The General Data Protection Regulation (GDPR) sets out the basis upon which an individual's data can be obtained and used. The purpose of this Privacy Notice is to explain how the Physio Ed Medical Ltd clinic and our clinicians as well as receptionists will manage, in compliance with the law, any personal data that we collect about you when you contact us or use our healthcare services.

### What information do we collect about our patients?

1. We collect information about you when you contact us about our services, make an appointment with us, undergo treatment or are referred to us by another medical professional. The information we collect can include the following:
  - Name and date of birth
  - Postal address , email address and telephone number
  - Emergency contact details including next of kin
  - Details of your condition or injury
  - Background referral details
  - GP details and those of other professionals involved in your care
  - Details of your appointments, clinic visits, medications administered etc.
  - Records about your health, treatment and care
  - Results of investigations, such as laboratory tests, MRI, ultrasound and x-rays
  - Information from other health professionals
  - Details of who is responsible for payment of your treatment eg. Insurer, sponsor, you or other

### Who processes patient information?

1. In order to support your care, Physio Ed Medical Ltd maintain records about you. The records may be processed by any member of the clinical and/or reception team.  
In certain circumstances, patient data may be processed by third party typists, phone answering service, medical billing company and/or credit control or debt recovery agency.
2. We also collect information about you when you voluntarily provide your personal details to us via our Patient Feedback Forms.

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### **How do we use the information we hold about our patients?**

1. To ensure you are receiving care according to your clinical needs, we will use information about you to enable us to arrange appointments with the appropriate clinician(s) and/or other facility for consultation, investigations and/or treatment.
2. Patients data may be shared with other healthcare professionals who need to be involved in your care. If you have been referred to us by another medical or allied professional, we may disclose details of your consultation/investigations/treatment to them where appropriate. You can ask for some information not to be shared but this may result in the delivery of your care being less efficient.
3. Patient data may also be stored for back-up purposes with our computer software suppliers.
4. We will never market our services to you or pass on your information to a third party for marketing purposes.

### **How can you access your information?**

1. Under the GDPR you have a number of rights with regard to how your personal data is handled. You have the right to request a copy of the information that we hold about you by making a request in writing.
2. If your personal details change, or it comes to your attention that the information we hold about you is inaccurate in any way please let us know and we will amend them appropriately.
3. If you have concerns about the way in which we have handled your data please contact the clinic.

### **What do we do to keep your information safe?**

1. We take protection of your information very seriously. All information is held safely and all those involved in the processing of patient data at Physio Ed Medical Ltd are trained to do so in compliance with GDPR. Where we share your information with others, we ensure this is done securely by encrypted email transmission by default.

### **Changes to our Privacy Notice**

1. We regularly review our Privacy Notice and will update this page as required. This Privacy Notice was last updated on the 23rd May 2018.