

Capital Community Physio: Privacy Policy

Our contact details:

Name: Capital Community Physio

Phone Number: 07809908866

Web: capitalcommunityphysio.com

E-mail: capitalcommunityphysio@gmail.com

The type of personal information we collect:

We currently collect and process the following information:

- Name, treating therapist, date of birth, address, contact number, email address, GP, GP address, episode number, dates of treatment, outcome measurements, areas treated, subjective and objective assessments, treatment plan, progression of treatment.

How we get the personal information and why we have it:

On initial telephone contact with the service, clients will be asked to provide their name (and next of kin if relevant), address, and best phone/mobile contact details.

Clients will complete a form on initial face to face appointment with details of name, date of birth, address, contact details, GP details, and signature of consent to assessment and treatment.

Clients will have access to the Privacy Policy on request and will need to sign that they accept the terms of the policy prior to assessment and treatment. This policy is also available on the service website.

This information is processed by the Director into a confidential database which is encrypted and only accessed by the Director/ relevant treating Physiotherapist.

The personal information we process is provided to us directly by you for one of the following reasons:

- To complete legal records of Physiotherapy intervention and help ensure the efficient and safe running of the service.

If applicable, we also receive personal information indirectly, from the following sources in the following scenarios:

- Relevant: next of kin, health and social care professionals involved in your case (including GP's, carers, and case managers), reports from medical investigations including imaging.

Elizabeth Hope BSc (Hons), PgDip, HCPC, MCSP

Director Capital Community Physio

Date: 23/06/2021

We use the information that you have given us in order to:

- Help run Capital Community Physio safely and effectively and for planning purposes, in addition to fulfilling the professional and legal responsibilities of maintaining correct treatment records and interventions used.
- The data allows records to be traced if needed for future use, such as court requests or to check which therapist has treated them previously or what treatment outcomes were used to measure effectiveness of intervention.
- It is also possible to check how often the patients have a recurrence of the same problems, how many are self-funded (or via insurance), which helps the business and staff planning.
- Exercise plans and video clips may be emailed with consent.
- Telephone numbers are required in case an appointment needs changed or cancelled, which can occur occasionally.
- It is also possible to disseminate which types of injury/conditions are seen and the ratio to other areas, useful for CPD planning and staffing issues.
- The data is used purely for professional and legal purposes and to assist in the smooth-running of the service and client safety.

We may share this information with:

- Relevant: next of kin, health and social care professionals involved in your case (including GP's, carers, and case managers).

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You can remove your consent at any time. You can do this by contacting:

Libby Hope, Director Capital Community Physio and make a complaint to us at:

capitalcommunityphysio@gmail.com

(b) We have a contractual obligation.

(c) We have a legal obligation.

(d) We have a vital interest.

(e) We need it to perform a public task.

f) We have a legitimate interest.

How we store your personal information:

Any paper Physiotherapy records, including consent forms are stored securely in a locked filing cabinet at the service base, which is locked when there is no therapist in the vicinity.

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The electronic platform including diary, patient database and clinical notes facility, is only accessible to current therapists working with the service and is password protected. When any therapist leaves Capital Community Physio, the password is changed, and access is denied.

Laptops used are protected by Firewall using software with antiviral and anti-hacker technology.

All therapists have individual email accounts which are password protected.

Any correspondence with GPs such as discharge reports or requests for further tests are sent in sealed envelopes with an additional label to seal, or via email.

Any correspondence with lawyers or courts which contain copies of client records are sent by registered post.

Any texts, use initials instead of client names, and have no other identifiable information. These are deleted once sent/received and acted on.

Any notes in which a person could be identified and held in any format (such as a notebook), are subject to the same level of scrutiny and destroyed and shredded when no longer required.

Your information is securely stored on our electronic platform, and at the Capital Community Physio base.

Physiotherapy records are destroyed after the legal storage time has lapsed (6 years for adult records in Scotland and up to age 25 for children's records in Scotland). Paper records are shredded (using a cross shredder) and electronic records deleted.

Your data protection rights:

Under data protection law, you have rights including:

The right to be informed.

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

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The right not to be subjected to automated decision-making (including profiling).

NB. Because of professional and legal obligations, the service may not be able to allow clients some of these rights. These will be explained to clients, as necessary.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

If you wish to make a request, please contact us at:

E-mail: capitalcommunityphysio@gmail.com

Phone Number: 07809908866

How to complain:

If you have any concerns about our use of your personal information, mark for the attention of Libby Hope, Director Capital Community Physio and make a complaint to us at:

capitalcommunityphysio@gmail.com

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

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