

# CatherinePollitt / PhysioConnect Privacy Notice

For the purposes of the General Data Protection Regulation (GDPR), Catherine Pollitt, Chartered Physiotherapist, is the Data Controller and Data Protection Officer at CatherinePollitt, PhysioConnect, 2 Priory View, Manor Road, Durley, Hampshire SO32 2AF. We take the processing and security of your personal data seriously.

## What are the purposes and limits of our data processing?

1. Your personal information is processed (ie collected, recorded, stored, retrieved, etc) for the purposes of ensuring accurate identity and safe medical & therapeutic intervention and is limited to what is necessary.
2. It may be necessary for your treatment, health and safety to share information with valid colleagues, such as GPs and other health professionals, unless this is specifically and expressly denied by you, the client.
3. Data, including medical and treatment notes, may be retained indefinitely for the purposes of ensuring the client's safe and adequate medical intervention and for legal purposes in any future medical claims.
4. The collection and processing by CatherinePollitt of personal information, your condition for which you seek treatment, lifestyle and medical history is legitimate and fully necessary under the GDPR and UK Law for the purposes outlined in part 1.
5. We ask that you, the client, notifies Catherine Pollitt, the Data Controller, as soon as is reasonably possible of any change in personal data, eg email, home address, phone numbers, so your personal data and medical history remains secure and is not at risk of being sent to a third party.

## How is your data processed?

6. Treatment and medical notes are written on paper and kept in a secure location within the physio clinic to protect against unauthorised, unlawful access and/or accidental loss, destruction or damage.
7. Medical & personal information (name, address, email, referral source, occupation and hobbies, payment and payment methods) is also stored electronically on the clinic's computer, is password/digital ID protected and has antivirus protection with Norton Security via the Broadband service from BT. Data is regularly backed up to Microsoft's secure OneDrive.
8. Telephone numbers are also kept electronically on the mobile phone, accessed only by passcode or facial recognition.
9. Emails containing personal data & medical information may also be transferred to a secure hard drive.
10. Personal & medical data passed by email will be password protected.
11. CatherinePollitt is collaborating with PhysioFirst (UK's private physiotherapy organisation) and Brighton University to collect treatment outcome data for the purposes of analysis and improving the effectiveness of physiotherapy throughout the UK. Data will not include identifiable personal information as data will be sent with an ID number only.

## With whom may your data be appropriately shared?

12. For the benefit of both clients and CatherinePollitt, some personal data is collected by and/or processed with partner organisations (known as Data Processors):
  - a. Acuity Scheduling for on-line appointments
  - b. SumUp & Stripe for the invoicing & receipt of client payments and provision of client receipts
  - c. Evelyn & Ford, virtual assistants in the administration of clinic processes & public relations.
  - d. Gmail, Outlook and/or Mail for direct client correspondence by email
  - e. Aweber & Mailchimp for the purposes of contacting clients by email regarding their health and wellbeing or the promotion thereof. This will typically remain weekly or less and from which the client can unsubscribe consent at any time. You have the absolute right to object to direct marketing.
13. No personal or medical data will ever be sold to a third party or passed on for commercial purposes. Nor will data ever be passed to a third party unless specifically for the purpose of ensuring the health or safety of the client, or as described in 2, 11 & 12 above.

## You have certain rights over your personal data:

14. You, the client, has certain rights to access, rectify, erase, restrict, transfer and/or object to your personal data. Such requests should be made in writing and may have a one calendar month response time limit.