

Body and Mind Physiotherapy Limited – Digital Privacy Policy July 2023

What is the purpose of our Digital Privacy Policy?

Our website advises you of the services we provide, the therapy staff who may look after you and the classes that we run. Our website can enable you to contact us via email to make enquiries about future care needs. In order for us to provide you with information about our services, we may need to collect personal information about you. We want you to use our website and services safe in the knowledge that any personal information you give us is held in accordance with the law.

Our Privacy Policy will outline:

- What personal information we collect about you when you use the website
- How we use your personal information
- Who we may share your personal information with
- How long we keep your personal information
- What we do to protect your personal information
- What choices you have in relation to your personal information

This website is owned and operated by Body and Mind Physiotherapy Limited. We last updated this Privacy Statement on 18 July 2023.

Personal Information we collect about you

We may collect the following information about you:

- your name and address
- correspondence about your booking
- medical history in relation to your current therapy enquiry

We collect information about you in two different categories:

- Identifiable information – this is information that allows us to identify you such as your name and email address, telephone number etc.

We may collect personal information about you when you:

- Request our newsletter
- Contact us by email or post
- Contact us by telephone
- Connect to the Body and Mind Physiotherapy Limited social media accounts

Personal Information we collect automatically

- Your IP address (the name your computer used to identify itself to you)

How we use your Personal Information

We may use your information in the following ways:

- To respond to requests for information via the “contact us” section
- To send you marketing materials (if you have agreed to this)
- To process your appointment

- To process your payment
- To fulfil any contracts you have entered into with us
- To help us develop the website and make it better for all users
- To administer our website (such as troubleshooting, data analysis, research)

Our legal basis for using your information

The law only allows us to use your personal information in certain limited circumstances. We have listed these below and what information they allow us to process.

- 1) Where you have consented to us using your personal information: When you submit information to us on our website, we will process that information in order to comply with your request for further information or to join the mailing list.
- 2) Where we need to perform the contract we have entered into with you. Examples of how we may use your information in order to comply with a contract that we have entered into with you:
 - to provide the appointment booking you have requested
 - to arrange parking or dietary requirements at any appointment
- 3) Where it is necessary for our legitimate interests. An example: We will credit you with any comments or other information you have provided.
- 4) Where we need to comply with a legal obligation. An example of how we may use your information to fulfil a legal obligation: • Keeping records for tax purposes

Our Marketing

We will only contact you if you have consented to be on our mailing list. You can opt out of such marketing at any time and if you wish to do so, please email us at info@bodyandmindphysiotherapy.com

Sharing your Personal Information - Other third parties

We may share your information with certain other third parties including:

- Our business partners, suppliers and sub-contractors for the performance of any contract we enter into with them for you
- Our website providers who need to see your information in order to keep our website up and running

We work with the following organisations:

- A website maintenance provider
- MailChimp who provide mailing services for newsletters Legal Requirements and Law Enforcement

Our website may contain links to websites owned by other organisations. If you follow a link to another website, that website will have its own privacy policy. We suggest that you check the policies of any other websites before giving them your personal information, as we cannot accept responsibility for any other website.

Where we store your Personal Information Storage of Personal Information

Personal data is stored securely in a locked filing cabinet and/or password protected computer, and back-ups are stored on an encrypted memory stick. We have a legal obligation to retain the information for 8 years after the last treatment session. If the record relates to a child or young person, the records must be kept until the patients 25th birthday.

Retention of information

We only hold your personal information for as long as necessary for the purposes for which we collected your information.

Emails

If you choose to send us information via email, we cannot guarantee the security of such information until it is delivered to us.

Your rights Access to information

You have the right to access information that we hold about you. If you wish to receive a copy of the information that we hold, please contact Charlotte Salvetti-Langton – Co-founder of Body and Mind Physiotherapy Limited – by email charlotte@bodyandmindphysiotherapy.com or telephone 07783 422 033.

Changing or deleting your information

You can ask us at any time to change, amend or delete the information that we hold about you or ask us not to contact you with any further marketing information. You can also ask us to restrict the information that we process about you. You can request that we change, amend, delete your information or restrict our processing by emailing us at charlotte@bodyandmindphysiotherapy.com .

Changes to our Digital Privacy Policy

We review our Privacy Policy on a frequent basis to check that it accurately reflects how we deal with your information and may amend it if necessary. You should check this page regularly to see the most up to date information.