

# WOODSEATS PHYSIOTHERAPY AND SPORTS PERFORMANCE

## Privacy Policy

At Woodseats Physiotherapy, accessible from [www.WoodseatsPhysiotherapy.co.uk](http://www.WoodseatsPhysiotherapy.co.uk), one of our main priorities is the privacy of our visitors. This Privacy Policy document contains types of information that is collected and recorded by Woodseats Physiotherapy and how we use it.

If you have additional questions or require more information about our Privacy Policy, do not hesitate to contact us.

This Privacy Policy applies only to our online activities and is valid for visitors to our website with regards to the information that they shared and/or collect in Woodseats Physiotherapy. This policy is not applicable to any information collected offline or via channels other than this website. Our Privacy Policy was created with the help of the Privacy Policy Generator.

### Consent

By using our website, you hereby consent to our Privacy Policy and agree to its terms.

### Information we collect

Basic information such as your name, date of birth, age, address, telephone numbers and email address, marital status, next of kin details, your GP surgery and occupation.

Confidential medical information such as your current health status, past medical history, family history, prescribed medications and investigations. We will also collect in-depth information about your presenting complaint directly from you in order to treat you.

Relevant information about your health and lifestyle, including you exercise levels, weight, height and your social history.

Any information we may collect from 3<sup>rd</sup> parties such as GP's or other health care professionals, or private health insurance. We will always collect consent prior to accessing these 3<sup>rd</sup> parties.

### How we use your information

We use the information we collect in various ways, including to:

- Diagnose and treat your presenting condition during the course of your physiotherapy
- With your consent, to disclose relevant information only to other involved health care professionals
- Provide, operate, and maintain our website
- Improve, personalize, and expand our website
- Understand and analyze how you use our website
- Develop new products, services, features, and functionality
- Communicate with you, either directly or through one of our partners, including for customer service, to provide you with updates and other information relating to the website, and for marketing and promotional purposes
- Send you emails
- Find and prevent fraud
- Use it as necessary In terms of legal disclosing of information as required, or use it in defence of legal rights.

## Log Files

Woodseats Physiotherapy follows a standard procedure of using log files. These files log visitors when they visit websites. All hosting companies do this and a part of hosting services' analytics. The information collected by log files include internet protocol (IP) addresses, browser type, Internet Service Provider (ISP), date and time stamp, referring/exit pages, and possibly the number of clicks. These are not linked to any information that is personally identifiable. The purpose of the information is for analyzing trends, administering the site, tracking users' movement on the website, and gathering demographic information.

## Cookies and Web Beacons

Like any other website, Woodseats Physiotherapy uses 'cookies'. These cookies are used to store information including visitors' preferences, and the pages on the website that the visitor accessed or visited. The information is used to optimize the users' experience by customizing our web page content based on visitors' browser type and/or other information.

For more general information on cookies, please read "What Are Cookies".

## Google DoubleClick DART Cookie

Google is one of a third-party vendor on our site. It also uses cookies, known as DART cookies, to serve ads to our site visitors based upon their visit. However, visitors may choose to decline the use of DART cookies by visiting the Google ad and content network Privacy Policy at the following URL – <https://policies.google.com/technologies/ads>

## Advertising Partners Privacy Policies

You may consult this list to find the Privacy Policy for each of the advertising partners of Woodseats Physiotherapy.

Third-party ad servers or ad networks uses technologies like cookies, JavaScript, or Web Beacons that are used in their respective advertisements and links that appear on Woodseats Physiotherapy, which are sent directly to users' browser. They automatically receive your IP address when this occurs. These technologies are used to measure the effectiveness of their advertising campaigns and/or to personalize the advertising content that you see on websites that you visit.

Note that Woodseats Physiotherapy has no access to or control over these cookies that are used by third-party advertisers.

## Third Party Privacy Policies

Woodseats Physiotherapy's Privacy Policy does not apply to other advertisers or websites. Thus, we are advising you to consult the respective Privacy Policies of these third-party ad servers for more detailed information. It may include their practices and instructions about how to opt-out of certain options.

You can choose to disable cookies through your individual browser options. To know more detailed information about cookie management with specific web browsers, it can be found at the browsers' respective websites.

## Securing Personal Information

Woodseats Physiotherapy is committed to securing your personal information. We use various methods of securing any data we take from you in order to prevent breach of confidentiality and loss of data. All patient records are kept on paper. These are kept in a locked cupboard, within a locked filing cabinet. We also use online clinical note software. This password protected software is GDPR compliant and is accessible by our staff only. We also have data breach protocols in place should they occur. You will be notified should your data be breached.

## Data retention

We are legally obliged to keep personal information for 8 years after the date of your last attendance. After this time, any patient notes still held in paper form will be securely shredded in accordance with GDPR standards. After paper notes have been scanned on to the system, they may be destroyed in accordance with GDPR standards of destruction earlier than 8 years, but the notes will still be kept electronically for access, until the 8 year period, at which time these will also be destroyed.

## GDPR Data Protection Rights

We would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request copies of your personal data. We may charge you a small fee for this service.

The right to rectification – You have the right to request that we correct any information you believe is inaccurate. You also have the right to request that we complete the information you believe is incomplete.

The right to erasure – You have the right to request that we erase your personal data, under certain conditions.

The right to restrict processing – You have the right to request that we restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to our processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that we transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us.

## Children's Information

Another part of our priority is adding protection for children while using the internet. We encourage parents and guardians to observe, participate in, and/or monitor and guide their online activity.

Woodseats Physiotherapy does not knowingly collect any Personal Identifiable Information from children under the age of 13. If you think that your child provided this kind of information on our website, we strongly encourage you to contact us immediately and we will do our best efforts to promptly remove such information from our records.