

**Mike Rayner – Physiotherapist (MCSP)**  
**Physiotherapy-Matters**  
**Privacy and Data Protection Policy**

I wanted to ensure my patients that I take the privacy of your information very seriously. Therefore, with the new regulations around GDPR, I wanted to make you aware of the precise details by which their personal data is held, either by me or those who work for me.

By the word ‘data’ I mean information which I have that can be used to identify you. This data protection statement sets out the details of how your personal data will be used.

**The types of personal data I hold and use**

Whether or not you are a patient (or representative of a patient) your personal data used is set out below;

- Full name and personal details including contact information (e.g. home address and address history, email address, home and mobile telephone numbers);
- Date of birth and/or age
- Medical history and current medical details
- Financial details such as account details for making payment by bank transfer

**Providing your personal data**

I will endeavour to ask your consent to process your data, so that I may be able to treat you effectively.

**The legal basis which I use your personal data is as follows;**

- To contact you in respect of your physiotherapy treatment with me
- To update the records that I hold on you
- To pass on/refer (only with you explicit consent) your details to other HCP or private medical insurance companies in relation to your treatment
- Send you invoices/receipts
- Summaries of treatment plans that have been as agreed or exercises
- Book follow up appointments with you

## Sharing of personal data

- I may need to share your data (with your explicit consent) with other health care professional and/or private medical insurance companies when processing your claim and any further medical investigations.
- With others who work directly for me e.g. administrators and qualified medical staff
- To comply with any legal requirements that is asked of should I be required to give evidence in a court of law.
- In an emergency situation with other health care professionals or your personal emergency contact you supplied.

## Data Retention Period

- For legal purposes I will retain your information for 8 years from the date of your last treatment (Adults). Childrens records will be retained for 8 years after the child's 18th birthday or until they reach the age of 25. Thereafter records will be securely disposed of. This is in accordance to the CSP 'Record Keeping Guidance'.

## Data Security

The security of your personal data is paramount and we strive to ensure that every measure possible is taken to protect that data, by having robust IT /physical security protection and procedures in place.

## You have the right to:

- Be informed about your processing of your personal data
- To have your personal data corrected if it is inaccurate and to have incomplete personal data completed.
- To object to the processing of your data
- To restrict the processing of your data
- Request details of the data I hold on you. To do this, please request this in writing to [mrayner9@icloud.com](mailto:mrayner9@icloud.com) and I will endeavour to send this to you in less than three weeks from the date requested. There is a fee of £15.00 which is applicable to this.

You have the right to complain to the Information Commissioner's Office. It has enforcement powers and can investigate compliance with data protection law:

**[ico.org.uk](http://ico.org.uk)**

In order for me to continue working with some private medical healthcare providers, I may be audited from time to time by providing **anonymous information** which is

converted into statistical or aggregated data which will be used to produce statistical reporting or research. The data will be from those who have private healthcare insurance.