

# **Armada Physio** **Privacy Statement**

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**Armada Physio**

This privacy statement outlines what you can expect when Armada Physio collects and processes your personal information. It has been prepared in accordance with the requirements of the General Data Protection Regulations (GDPR) that come into law on 25th May 2018 and may be subject to change at any time.

## **1. About Armada Physio**

Armada Physio is a small private physiotherapy practice run by Katharine Stubbings. You can contact Katharine via email ([info@armadaphysio.com](mailto:info@armadaphysio.com)) via telephone (01789471589 or mobile 07769353255) or at the following address:

40 Frost Road  
Wellesbourne  
Warwick  
CV35 9UF

## **2. Purpose of processing**

Armada Physio takes its responsibilities for the processing and storage of your data very seriously, and constantly strives to treat this data in accordance with the principles laid out in the GDPR.

We need to gather and process certain personal data in order to provide our services and meet our commitments to you. In addition we are required to process certain highly sensitive data (known in the GDPR as special category data) in order to provide appropriate physiotherapy treatment and advice.

## **3. The data we hold about you and how we gather it**

We hold data in relation to your contact details (including name, telephone numbers, email address, postal address).

The special category data that we hold consists of the medical record of your treatments by us and other interactions with us. This may include data of birth, contact details of next of kin, physiotherapy treatment notes, and other patient related records.

We collect personal data from the website only if it's directly provided on the "contact us" form by you, the user and therefore has been provided with your consent. We will also collect personal data from you in responding to your telephone enquiries or direct emails. Again this data is provided by you, and therefore has been provided with your consent. Normally you will only provide such details via the website, phone or email should you wish to enquire about our services.

We collect special category data about you on the completion of patient registration forms and in our professional records of your treatments.

#### **4. Lawful basis of processing**

The GDPR requires us to outline the lawful basis/bases on which we process your data.

We process your personal data on the basis that:

- We hold a contract with you as a patient and need to process certain data in order to meet the terms of this contract.
- We have a legal obligation to process data according to the requirements for record keeping outlined by HMRC (see [www.gov.uk](http://www.gov.uk) for more details).
- We may need to process / share your data to protect your vital interests in an emergency situation.

We process your special category data on the basis that:

- We have a legal obligation to process special category data according to professional physiotherapy standards (see [www.csp.org](http://www.csp.org) for more details).
- We may need to process / share your special category data to protect your vital interests in an emergency situation.

#### **5. Our relationship with third parties**

Certain financial related data / contact details are processed for accounting purposes on Quickbooks Online, a cloud based software product. (Further details of Quickbooks' privacy policy can be found here <https://quickbooks.intuit.com/uk/privacy-policy/>). The data processed by Quickbooks does not contain sensitive medical records.

None of your data is used by us or passed to any third party for the purposes of direct marketing.

No other data will be shared with another party without your explicit consent, unless we are required to do so in an emergency medical situation.

#### **6. Retention periods**

Your personal data and special category data is retained according to the professional physiotherapy standards laid out by the Chartered Society of Physiotherapists (see [www.csp.org](http://www.csp.org) for more details).

Your personal data will also be retained in line with record keeping requirements laid out by the HMRC (see [www.gov.uk](http://www.gov.uk) for more details).

#### **7. Your rights**

The GDPR sets out certain rights available to individuals in relation to the personal data that Armada Physio holds. These rights vary according to the lawful basis used for the processing of that data.

In our case, you have the right of erasure and data portability for data processed under the contract lawful basis. You have the right of erasure for data processed under the vital interests lawful basis.

At all times, you have the right to lodge a complaint with the relevant data protection authority. For this purpose and for all other details regarding your rights, or other aspects of the GDPR, please refer to the Information Commissioners Office at [www.ico.org.uk](http://www.ico.org.uk).