

Privacy Policy

About this Policy

This privacy policy applies to Megan King Physiotherapy. We at Megan King Physiotherapy take your privacy seriously. This policy explains how we look after the collection, processing, storage, disclosure and other use of personal data under the Data Protection Act 1998 (“DPA”) and the General Data Protection Regulations (“GDPR”).

Please read the following carefully to understand how we process your personal data. By providing your personal data to us or by using our services, website or other online or digital platform(s) you are accepting or consenting to the practices as described or referred to in this Privacy Policy.

When we refer to ‘we’, ‘us’ and ‘our’, we mean Megan King Physiotherapy.

Our status and details

For the purpose of the GDPR we are the data controller and any enquiry regarding the collection or processing of your data should be addressed to Megan King using the contact details below:

Name or title: Megan King Physiotherapy

Email address: contact@megankingphysiotherapy.com

Postal address: Westside Cottage, Oxleaze Road, Culkerton, Gloucestershire, GL88SS

Information we collect

We will collect, process and store personal data only if it is directly provided to us by you. You may do this in your capacity as a client, user of this website or when enquiring in relation to our goods or services.

Personal information covers any information which relates to you as an identifiable person. Below are examples of the type of personal information we may collect;

- Name, address, contact details (including email address and phone number) and those of your Veterinary Surgeon / Practice.
- The name and contact details (including phone number) of your next of kin.
- Details of referrals and other contact and correspondence we may have had with you.
- Details of services and/or treatment you have received from other parties which have with your consent been referred on to us.

- Information obtained from customer surveys, promotions and competitions that you have entered or taken part in.
- Notes and reports about your health and any treatment and care you have received and/or need, including clinic or hospital visits and medicines administered.
- Patient feedback and treatment outcome information you provide.
- Information about complaints and incidents.
- Information you give us when you make a payment to us, such as financial or credit card information.

We may also collect non-personal data such as aggregated data which is data that may be obtained from your personal data, but which does not directly or indirectly identify you. This may include usage data detailing how you use our website and the features and areas that you have interacted with.

Where you have named someone as your next of kin and provided us with personal data about that individual, it is your responsibility to ensure that that individual is aware of and accepts the terms of this Privacy Policy.

The data that we request from you may include sensitive personal data. This includes information that relates to the mental or physical health or racial or ethnic origin (which may include children's data). By providing us with sensitive personal data, you give us your explicit consent to process this sensitive personal data for the purposes set out in this Privacy Policy.

How do we collect your personal data?

A range of different methods may be used to collect data which may include the following methods;

- Enquire about any of our services or treatments.
- Register to be a customer or patient with us or book to receive any of our services or treatments.
- Fill in a form or survey for us.
- Participate in a competition or promotion or other marketing activity.
- Contact us, for example, by email, telephone or social media.

Data accuracy

It is important that the data that we hold about you is accurate and up to date. In the event that your data changes please notify us so that we can update our records.

Use of your information

We may hold and process personal data that you provide to us in accordance with the GDPR.

The information that we collect and store relating to you is primarily used;

- To enable us to provide our services to you, to communicate with you and to meet our contractual commitments to you.
- To notify you about any changes to our business, such as improvements to our website or service or product changes.
- Where you have consented to receive our e-newsletters to provide that to you.
- Where we need to comply with a legal obligation.

Where we collect your data for marketing purposes we will always request your consent, at the point the data is collected, to use your data for that purpose.

Disclosure of your information

With your consent we may collect or disclose personal data about you with relevant third parties such as:

Veterinary practices or GP practices who may pass on personal data when that person or their animal requires treatment with Megan King Physiotherapy. This will normally be in the form of a referral and may consist of basic details for example; full name, date of birth, address, contact number and email address and the reason for the referral along with relevant past medical history.

Sensitive personal data (including information relating to your health or that of your animal) will only be disclosed to third parties in accordance with this Privacy Policy. That includes third parties involved with your treatment or care, or in accordance with UK laws and guidelines of appropriate professional bodies.

Where applicable, it may be disclosed to any person or organisation who may be responsible for meeting your treatment expenses or their agents. It may also be provided to external service providers and regulatory bodies (unless you object) for the purpose of clinical audit to ensure the highest standards of care and record keeping are maintained.

Controlling the use of your data

Where we rely on consent as the lawful basis for processing your data you can revoke or vary that consent at any time.

If you do not want us to use your data or want to vary the consent that you have provided you can write to us at the address detailed in clause 2 or email us at contact@megankingphysiotherapy.com at any time.

Data storage and the transfer your data

As part of the services offered to you, for example, through our website, the information you provide to us may be transferred to and stored in countries outside of the European Economic Area (EEA) as we use remote website server hosts to provide the website and some aspects of our service, which may be based outside of the EEA, or use servers based outside of the EEA - this is generally the nature of data stored in “the Cloud”. A transfer of your personal data may happen if any of our servers are located in a country outside of the EEA or one of our service providers is located in a country outside of the EEA.

If you use our service while *you* are outside the EEA, your personal data may be transferred outside the EEA in order to provide you with these services. If we transfer or store your personal data outside the EEA in this way, we will take steps with the aim of ensuring that your privacy rights continue to be protected, as outlined in this privacy policy.

Otherwise, we will process, disclose or share your personal data only if required to do so by law or in the good faith belief that such action is necessary to comply with legal requirements or legal process served on us or the website.

Security

The transmission of information via the Internet or email is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of data while you are transmitting it to our site; any such transmission is at your own risk. At your request, we may occasionally transfer personal information to you via email or social media, or you may choose to transfer information to us via email or social media. Email and social media is not a secure method of information transmission; if you choose to send or receive such information via email, you do so at your own risk.

All information you provide to us is stored securely. We have put in place security measures to prevent your data from accidental, loss or disclosure. Once we have received your personal data, we will use strict procedures and security features to try to prevent unauthorised access.

In the event of a data breach we will notify the ICO and you in the event that the breach results in any likelihood of loss or damage to you.

Data retention

We protect all personal data we hold about you by ensuring that we have appropriate organisational and technical security measures in place to prevent

unauthorised access or unlawful processing of personal data and to prevent personal data being lost, destroyed or damaged.

The records shall be kept for at least 7 years following the last occasion on which treatment was given. In the case of treatment to minors, it is advisable that records should be kept for at least 7 years after they reach the age of majority (18). All information you provide to us is stored securely.

Where you have requested that we provide you with marketing materials we will retain your data until such time as consent is withdrawn by you.

Use of cookies

Our Website does not use cookies.

Your rights

The GDPR gives you a range of rights in relation to the personal data that we collect. You have the right to;

- Access your personal data. This right is commonly known as the 'data subject access request' and enables you to receive a copy of the personal data we hold about you. We may need to obtain further information from you in order to confirm our identity and the legitimacy of your request.
- Request an update of your personal data to correct any incomplete or inaccurate.
- Erasure of your personal data. This enables you to ask us to delete your personal data where there is no justifiable reason for us continuing to retain and process it.
- Object to processing of your personal data where we are relying on consent or our legitimate interests (or those of a third party) as the justification for processing the data.
- Restrict the processing of your personal data. This enables you to ask us to change the processing of your personal data. For example, how you wish to be contacted.
- Request a transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, machine-readable format.
- Withdraw consent. Where we are relying on consent to process your personal data you may withdraw that consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

You can exercise these rights at any time by writing to us at the address detailed above, or by email to contact@megankingphysiotherapy.com.

Third party links

You might find links to third party websites on our website. If you click a link to a third-party website and visit that site, you may be allowing that site to collect and share certain data about you. These websites should have their own privacy policies, which you should check. We do not accept any responsibility or liability for their policies whatsoever as we have no control over them.

Complaints

If you wish to raise a complaint regarding our use of your personal data then you can contact the Information Commissioner's Office (ICO), who are the UK supervisory authority for data protection issues. (www.ico.org.uk).

If you do wish to raise a complain then we would welcome the opportunity to discuss your concerns before you contact the ICO to see if we can resolve the issue for you.

Changes to this policy

We may update these policies to reflect changes to the website and customer feedback. Please regularly review these policies to be informed of how we are protecting your personal data.