

General Data Protection Regulation Form / Privacy Notice

Privacy Notice

CTFitness and Sports Therapy

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CTFitness and Sports Therapy is committed to protecting your personal information and this privacy notice relates to our use of your personal information collected from you, either in person, by letter, e-mail or over the telephone. This notice also relates to information about you that is shared with us from someone else e.g. your doctor or insurance company.

We (CTFitness and Sports Therapy) collect and process data because we have a legal or contractual obligation to do so and we ensure that it is adequate, relevant and limited to what is necessary to provide a sports therapy, sports massage and fitness service to you.

What information we collect

We collect information when you telephone to make an enquiry, book an appointment or when you email.

At the point of enquiry or booking an appointment, we will ask for personal data.

Name

Date of birth

Address

Telephone number (Mobile or landline)

Email address

Our lawful basis for processing your general personal data is contractual in order to be able to offer you a Sports therapy, sports massage and fitness training service, appointments and billing.

At your appointment we may ask you for information regarding –

General health

Previous health

Information you are seeking advice about

Activities you undertake

Employment

Medication you take

We will also record the findings of a physical examination and continue to keep a record of your treatments.

Our lawful basis for processing your special categories (Health data) of personal data is legal obligation as we have to fulfil documentation criteria to meet professional standards.

How we use this information.

We write and store paper notes.

We use information;

1. To provide a legal record of any treatment or advice we provide.
2. To ensure continuity of care.
3. For accounts purposes.
4. To contact you about your ongoing treatment
5. With your permission, to liaise with other medical professionals who may be involved in your care; this may include GP's, Consultants, Occupational Health Departments Class Instructors or other Health Care Professionals.
6. For quality feedback and audit purposes.

We do not pass on your information for commercial purposes.

We take all reasonable steps to ensure that our information is kept up to date and rectified if necessary. It is your responsibility to inform us if any personal information changes, in order that our records are accurate.

How long do we keep personal information?

We keep your personal data for no longer than reasonably necessary.

We have a legal obligation to retain records for 8 years after the conclusion of any treatment.

If the record relates to a child or young person, the records must be kept until the patient's 25th birthday or 8 years after last entry, whichever is longer.

How do we protect your information?

We are committed to ensuring that your information is secure. In-order-to prevent unauthorised access or disclosure; we have put in place suitable physical, and managerial procedures to safeguard and secure the information we collect.

Our website contains links to external sites, these sites have their own privacy policies and we are not responsible for their content, you should check their privacy policy prior to submitting any personal information.

Sharing your personal data.

We may pass information, with your permission, to other medical professionals or insurance companies who are involved in your care; this may include GPs, Consultants, Occupational Health Departments or other Health and Care Professionals.

This information may be passed on in the form of a written letter which is given to you – if this is the case, the letter becomes your responsibility and the protection of its contents is your responsibility.

If the information is passed electronically by email, it will be password protected.

Providing us with your personal data.

You are under no statutory or contractual requirement or obligation to provide us with your personal data but failure to do so may mean we are unable to offer services.

Controlling your personal information

You are entitled, to request a copy of the personal information we hold about you and to have any discrepancies rectified if appropriate. If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us and we will promptly correct any information where legally possible.

You are entitled to request that we transfer your data direct to another controller and to request that your personal data is erased where it is no longer necessary to retain it.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

We confirm that we do not transfer data abroad or use any form of automated decision making in our business.