



# Privacy Policy

At Hand in Hand Physiotherapy, we are committed to protecting and respecting your privacy. This policy explains how we collect, use, and store personal data in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

## Who We Are

Hand in Hand Physiotherapy provides physiotherapy services to children and young people. Fiona Priestland (Owner) acts in the capacity of a Sole Trader. For any questions or concerns about this policy, please contact us at:

- **Email:** [info@handinhandphysio.co.uk](mailto:info@handinhandphysio.co.uk)
- **Phone:** 07746 166089

## What Data We Collect

We may collect and process the following personal data:

**Child's Information:** Name, date of birth, medical history, health data, assessment and treatment records (this may include photographs and/or videos - separate written consent is sought for this).

**Parent/Guardian Information:** Name, contact details, and relationship to the child.

**Appointment Details:** Dates, times, and outcomes of sessions.

**Consent Records:** Documentation of parental/guardian consent for data collection and treatment.

## How We Use Your Data

We collect and use your data for the following purposes:

1. To provide safe and effective physiotherapy services.
2. To communicate with parents/guardians regarding appointments and treatment plans.
3. To comply with legal and professional obligations.

4. To maintain accurate records for medical and administrative purposes.  
We will not use your data for marketing purposes without your explicit consent.

### **Lawful Basis for Processing**

We process your data based on the following lawful bases:

**Consent:** For obtaining parental/guardian consent to collect and process children's data.

**Contractual Obligations:** To provide physiotherapy services.

**Legal Obligation:** To comply with regulatory and professional requirements.

**Vital Interests:** To ensure the safety and well-being of the child.

### **Data Sharing**

We may share your data with:

- Healthcare professionals (e.g., GPs, specialists) involved in the child's care.
- Regulatory authorities or insurers, as required by law or professional guidelines.
- Third-party service providers (e.g., billing systems), only as necessary, and with appropriate data protection measures in place.
- We will never sell or rent your personal data to third parties.

### **Data Storage and Security**

- We take appropriate measures to ensure your data is stored securely:
- Physical records are not kept. Where there is a physical record (such as a signed consent form), this is scanned onto the digital record on the day of receipt and then destroyed by shredding.
- Digital records are encrypted and stored on secure servers.
- Access is restricted to authorized personnel only.
- We retain data for as long as necessary to fulfill the purposes outlined in this policy or as required by law. Children's Health Records are required by law to be held until the child turns 25 years of age.

### **Your Rights**

Under UK GDPR, you have the following rights regarding your personal data:

1. **Access:** Request a copy of the data we hold about you or your child.
2. **Correction:** Request correction of inaccurate or incomplete data.

3. **Deletion:** Request the deletion of data where applicable.
4. **Restriction:** Request the restriction of processing under certain conditions.
5. **Objection:** Object to processing based on legitimate interests.
6. **Data Portability:** Request transfer of your data to another service provider.

To exercise these rights, please contact us at [info@handinhandphysio.co.uk](mailto:info@handinhandphysio.co.uk)

### **Parental Consent**

As our services are provided to children, we require explicit parental or guardian consent to collect and process their data. We will only process data as outlined in this policy.

### **Data Breach Policy**

In the event of a data breach, we will take immediate steps to mitigate the impact and notify affected individuals and relevant authorities as required by law.

### **Changes to This Policy**

We may update this policy from time to time. The latest version will always be available on our website or by request.

### **Contact Us**

If you have any questions, concerns, or complaints about how we handle your data, please contact us at:

- **Email:** [info@handinhandphysio.co.uk](mailto:info@handinhandphysio.co.uk)
- **Phone:** 07746 166089

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO):

- **Website:** <https://ico.org.uk>
- **Phone:** 0303 123 1113