

Bury PHysio



## Bury Physiotherapy Clinic customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

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### Contact details

#### Post

Bury Physiotherapy Clinic, Maynewater Lane, BURY ST. EDMUNDS,  
Suffolk, IP33 2AB, GB

#### Telephone

01284 748200

#### Email

admin@buryphysio.co.uk

### What information we collect, use, and why

We collect or use the following information **to provide patient care, services, pharmaceutical products and other goods:**

- Name, address and contact details

- Gender
- Pronoun preferences
- Date of birth
- Hospital number
- National Insurance number
- Next of Kin details including any support networks
- Emergency contact details
- Photographs
- Health information (including medical conditions, allergies, medical requirements and medical history)
- Information about care needs (including disabilities, home conditions, medication and dietary requirements and general care provisions)
- Test results (including psychological evaluations, scans, bloods, x-rays, tissue tests and genetic tests)
- Payment details (including card or bank information for transfers and direct debits)
- Insurance policy details
- Credit reference information
- Records of meetings and decisions

We also collect the following information **to provide patient care, services, pharmaceutical products and other goods:**

- Racial or ethnic origin
- Health information

We collect or use the following information **for safeguarding or public protection reasons:**

- Name, address and contact details
- Hospital number
- Emergency contact details

- Health information (including medical conditions, allergies, medical requirements and medical history)
- Information about care needs (including disabilities, home conditions, dietary requirements and general care provisions)
- Relevant information from previous investigations
- Test results (including psychological evaluations, scans, bloods, x-rays, tissue tests and genetic tests)
- Records of meetings and decisions

We also collect the following information **for safeguarding or public protection reasons:**

- Health information

We collect or use the following personal information **for patient app or portal functionality:**

- Names and contact details
- Addresses
- Medical history
- Payment details
- Account information, including registration details
- Information used for security purposes
- Marketing preferences

We also collect the following information **for patient app or portal functionality:**

- Racial or ethnic origin
- Health information

We collect or use the following personal information **to comply with legal requirements:**

- Name
- Contact information
- Identification documents

- Health and safety information
- Insurance details
- Safeguarding information

We also collect the following information **to comply with legal requirements:**

- Health information

We collect or use the following personal information **for recruitment purposes:**

- Contact details (eg name, address, telephone number or personal email address)
- Date of birth
- National Insurance number
- Copies of passports or other photo ID
- Employment history (eg job application, employment references or secondary employment)
- Education history (eg qualifications)
- Right to work information
- Details of any criminal convictions (eg Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks )
- Security clearance details (eg basic checks and higher security clearance)

We also collect the following information **for recruitment purposes:**

- Racial or ethnic origin
- Health information

We collect or use the following personal information **for information updates, marketing or market research purposes:**

- Names and contact details
- Address
- Marketing preferences

We also collect the following information **for information updates, marketing or market research purposes:**

- Health information

We collect or use the following personal information **for medical research or archiving purposes:**

- Names and contact details
- Address
- Recorded images such as photographs, X-rays or scan images
- Personal information used for the purpose of research

We also collect the following information **for medical research or archiving purposes:**

- Health information

We collect or use the following personal information for **dealing with queries, complaints or claims:**

- Names and contact details
- Address
- Customer or client accounts and records
- Information relating to health and safety (including incident investigation details and reports and accident book records)

We also collect the following information **for dealing with queries, complaints or claims:**

- Health information

## Lawful bases and data protection rights

Under UK data protection law, we must have a "lawful basis" for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO's website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO's website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [You can read more about this right here.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [You can read more about this right here.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [You can read more about this right here.](#)
- **Your right to withdraw consent** - When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

## Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information **to provide patient care, services, pharmaceutical products and other goods** are:

- **Consent** - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- **Contract** - we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- **Legal obligation** - we have to collect or use your information so we can comply with the law. All of your data protection rights may

apply, except the right to erasure, the right to object and the right to data portability.

- Legitimate interest:
  - To enable us to take sufficient information in order to record who you are when booking appointments To ensure we can email you with basic information about your appointments To manage our personal relationship with you, with respect to discussing invoices, requesting insurer authorisation codes To communicate with you if we need to cancel or rearrange appointments
  - Keeping health records in accordance with the Health Care Professions Council, Chartered Society of Physiotherapy and Health and Social Care Act 2008 (Regulations 2014).
- Vital interests – collecting or using the information is needed when someone’s physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.

Our lawful bases for collecting or using personal information **for safeguarding or public protection reasons** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
  - We may need to gather detailed information about any pre-existing conditions, injuries, or surgeries, to provide

appropriate treatment and prevent further harm. Tracking a patient's progress during physiotherapy sessions helps therapists identify areas of improvement, adjust treatment plans accordingly, and ensure the patient is not experiencing any adverse reactions to therapy. Identifying potential risks: Physiotherapists may collect information about their patients' lifestyles, habits, or environmental factors that could pose a risk to their health, such as smoking, alcohol consumption, or poor posture. Implementing safety measures: By gathering information on patients with mobility issues, physiotherapists can identify potential hazards and implement appropriate safety measures to prevent accidents during therapy sessions.

- Vital interests – collecting or using the information is needed when someone's physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.
- Public task – we have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

Our lawful bases for collecting or using personal information **for patient app or portal functionality** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:



- For booking and canceling appointments For access to useful tools such as exercise programmes prescribed by Physiotherapists For class bookings and cancellations
- Vital interests – collecting or using the information is needed when someone’s physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.
- Public task – we have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

Our lawful bases for collecting or using personal information **to comply with legal requirements** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Vital interests – collecting or using the information is needed when someone’s physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.
- Public task – we have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

Our lawful bases for collecting or using personal information **for recruitment purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply,

except the right to object. To be clear, you do have the right to withdraw your consent at any time.

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
  - We may also collect personal data about you online to the extent that you have chosen to make this information publicly available. For example, we may find your profile on professional social media websites (such as LinkedIn), and contact you about suitable roles. Verifying qualifications: Collecting information about a candidate's educational background, certifications, and licenses helps verify their competence as a physiotherapist or other healthcare professional. Assessing experience: Reviewing a candidate's work history and experience in the field allows the clinic to evaluate their skills and ability to provide quality care to patients. Ensuring compliance with regulatory requirements: Collecting information on a candidate's background checks, references, and other relevant criteria ensures that they meet legal and regulatory standards for employment in the healthcare industry. Identifying potential for growth and development: Reviewing a candidate's training, professional development, and continuing education history can help identify opportunities for growth within the clinic.
- Vital interests – collecting or using the information is needed when someone’s physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.
- Public task – we have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by

an organisation such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

Our lawful bases for collecting or using personal information **for information updates, marketing or market research purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
  - To provide and improve our services, activities, marketing and online content. To provide you with relevant and useful information. To contact you regarding a comment or submission you have made on our social media or website. To enable us to contact you to deal with your requests or enquiries and provide excellent customer service. Advertise to new and existing customers our services and classes using Newsletters and Mailchimp

Our lawful bases for collecting or using personal information **for medical research or archiving purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
  - Collecting information to determine an appropriate course of action. Gathering evidence and documentation related to any incident allows the clinic to assess its potential liability  
Collecting personal information about patients, employees, or other stakeholders involved in the issue enables the clinic to address their concerns, provide appropriate solutions, and ensure satisfactory resolutions. Improve services to enhance patient satisfaction and overall quality of care. Maintaining records
- **Vital interests** – collecting or using the information is needed when someone’s physical or mental health or wellbeing is at urgent or serious risk. This includes an urgent need for life sustaining food, water, clothing or shelter. All of your data protection rights may apply, except the right to object and the right to portability.
- **Public task** – we have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. All of your data protection rights may apply, except the right to erasure and the right to portability.

## Where we get personal information from

- Directly from you
- Regulatory authorities
- Family members or carers
- Other health and care providers
- Social services
- Charities or voluntary sector organisations
- Schools, colleges, universities or other education organisations
- Insurance companies
- Publicly available sources
- Councils and other public sector organisations
- Relevant regulatory authorities
- Previous employers
- Suppliers and service providers
- Third parties:
  - , Clinical software companies, Practice Pal
- NHS and other health care professionals such as Doctors and nurses

## How long we keep information

As we are processing your personal data for provision of health care services using a lawful basis of Legal Obligation, we also have a legal obligation to retain this data.

There are also industry standard guidelines for retention of records (set by the UK National Health Service) that we follow, in accordance with our regulatory body requirement.

Normally we will process or store your personal information for eight (8) years for adults and until their 25th or 26th birthday if a child, but this can increase if there are specific circumstances. If you have any queries about how long we are processing your data for, please contact us.

We will also store information to ensure we can deal with any legal claims that arise from you using our services, and the data will be stored for as long as is required and advised by our legal counsel

## Who we share information with

### Data processors

#### **Microsoft Office 365**

This data processor does the following activities for us: Cloud storage  
Microsoft office 365 Clinical Management PracticePal

### Others we share personal information with

- Other health providers (eg GPs and consultants)
- Insurance companies, brokers and other intermediaries
- Charities and voluntary organisations
- Care providers
- Organisations we need to share information with for safeguarding reasons
- Emergency services
- Professional advisors
- Legal bodies or authorities
- Local authorities or councils
- Relevant regulatory authorities
- External auditors or inspectors
- Organisations we're legally obliged to share personal information with
- Publicly on our website, social media or other marketing and information media
- Debt collection agencies
- Current employers
- Previous employers

- Suppliers and service providers
- Other relevant third parties:
  - Colin Jack IT consultant

## Duty of confidentiality

We are subject to a common law duty of confidentiality. However, there are circumstances where we will share relevant health and care information. These are where:

- you've provided us with your consent (we have taken it as implied to provide you with care, or you have given it explicitly for other uses);
- we have a legal requirement (including court orders) to collect, share or use the data;
- on a case-by-case basis, the public interest to collect, share and use the data overrides the public interest served by protecting the duty of confidentiality (for example sharing information with the police to support the detection or prevention of serious crime);
- If in England or Wales – the requirements of The Health Service (Control of Patient Information) Regulations 2002 are satisfied; or
- If in Scotland – we have the authority to share provided by the Chief Medical Officer for Scotland, the Chief Executive of NHS Scotland, the [Public Benefit and Privacy Panel for Health and Social Care](#) or other similar governance and scrutiny process.

## How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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26 August 2024