

This privacy policy sets out how Forest Hill Physiotherapy uses and protects any information that you give us when you use this website or when you provide us with any client related clinical data.

Forest Hill Physiotherapy is committed to ensuring that your privacy is protected and compliant with EU General Data Protection Regulation (GDPR). Should we ask you to provide certain information by which you can be identified when using this website or via email, text or verbal means, you can be assured that it will only be used in accordance with this privacy statement.

Forest Hill Physiotherapy may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 11th July 2019.

What Data we collect

We may collect the following information:

- Name and job title
- Contact information, including email address and telephone number
- Demographic information such as postcode, preferences and interests
- Other information relevant to customer surveys/ feedback forms

Lawful Bases for data collection

- We will only collect your data for marketing purposes where you have given us your consent
- If you come to us as a therapy client we will process your data on the basis of your legitimate interests

What we do with the information we gather

We require this information to understand your needs and provide a better service, and in particular for the following reasons:

- Internal record keeping
- We may use the information to improve our products and services
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests

Security

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 electronic procedures to safeguard and secure the information we collect online.

Controlling your personal information

We will never sell, distribute or lease your personal information to third parties unless we have your permission or are required to do so by law. We may use your personal information to send you promotional information about third parties, which we think you may find interesting if you tell us that you wish this to happen.

You may request details of personal information, which we hold about you under the Data Protection Act 1998. If you would like a copy of the information held on you please email: Francesca@foresthillphysiotherapy.co.uk

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

Your privacy and the accuracy of your personal information is important to us. Please let us know how we can help you by submitting a request in the contact link on our website; <http://www.foresthillphysiotherapy.co.uk/contact/>

What are your data protection rights?

Forest Hill Physiotherapy would like to make sure you are fully aware of all your data protection rights. Every user is entitled to the following;

- The right to access – You have the right to request Forest Hill Physiotherapy for copies of your personal data. We may charge you a small fee for this service.
- The right to rectification - You have the right to request that Forest Hill Physiotherapy correct and information you believe is inaccurate. You also have the right to request Forest Hill Physiotherapy to complete information you believe is incomplete.
- The right to erasure – You have the right to request that Forest Hill Physiotherapy erase your personal data, under certain conditions
- The right to data portability – You have the right to request that Forest Hill Physiotherapy transfer the data that we have collected to another organisation, or directly to you, under certain conditions. We may charge you a small fee for this service.

If you make a request, we have 1 month to respond to you. If you would like to exercise any of these rights, please contact us by email:

Francesca@foresthillphysiotherapy.co.uk

Call us at: 07581311240

Making a complaint

If you are not satisfied with how we've handled your information, please contact us at francesca@foresthillphysiotherapy.co.uk. If you are not satisfied with our response to your complaint or believe our processing of your information does not comply with data protection law, you can make a complaint to the Information Commissioner's Office (ICO), you'll find more information about how to do that here: <https://ico.org.uk/make-a-complaint/>.

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