



GDPR Policy

The Paddock Pool and our practitioners are committed to protecting and respecting patients data. Only essential information required to assist me with providing your treatment and care will be used.

Why Do We Need Personal Information?

We need personal information to ensure we provide the best quality treatment and care we can. Information such as name, date of birth, contact details, medical history and medication lists, details of previous and current treatment episodes are all vital to assist our assessment and treatment plans.

What Do We Do With it?

We use your personal information to:

- Arrange and communicate future appointments with you, usually via email or telephone contact
- To notify you of any changes to your appointments
- Provide you with appropriate treatments
- To write reports, with your consent, to Insurance companies if requested, and for communication with other health professionals who may have referred you to us. Assisting in the most appropriate treatment for you.
- For payment, should you wish to pay over the phone, no payment details will be kept. These details will be shredded as soon as the transaction has been authorised.
- To communicate with you if it is relevant to your treatment being carried out by The Paddock Pool LLP and its practitioners

GDPR Policy Continued

How Is Data Stored?

Data is stored in a locked file. Any notes being transported will be locked in a transportable filing system.

How Long Do We Keep Your Details For?

We are legally required to hold your medical records for 8 years. When treating those under the age of 18, we are required to keep your notes longer.

What Are Your Rights?

Under GDPR you have the rights as to the use of your personal data, including:

- The access of your data so that you can see how this information is being used by us. You can officially do this via a 'subject access request'
- To have your personal information updated and corrected
- To be given clear, transparent and free information about how your data will be used
- To request that we do not use your personal data for specific purposes and, unless we are under a legal or contractual obligation we must respect your wishes
- To obtain and reuse your personal data you have given us for your own purpose (written consent and the provision of suitable ID may be required when requesting notes)

KBPhysiotherapy will never pass on your contact details to a third party and under no circumstances pass on any of your clinical records unless you have given your expressed written consent in cases where your medical records are required as part of your treatment.

If you feel that your data is not being processed for the purpose it was collected you have the right to object. Please contact us and we will be more than happy to assist you. Otherwise you are entitled to complain directly to the Information Commissioners Office (ICO).

Our Contact Details : office@thepaddockpool.co.uk 01234 771695