

## Privacy Policy

### GDPR: Customer Privacy Notice

Joanna Laurence Physio & Pilates takes your privacy seriously and understands the importance of respecting and safeguarding your personal information.

This policy explains the basis on which I collect, use, store and disclose personal information about you.

### What information do I collect?

Personal data I collect from you may include the following:

- Information that you give when you enquire or become a client, which may include your name, address, email, phone number and your GP practice.
- Data may be collected when you complete a form, access services, or speak to a clinician.
- Information regarding your assessment and/or treatment received.
- Data may be collected from third parties such as GP practices or other health professionals.

### How do I use personal information?

I may use your data to:

- Provide you with information, products or services that you request from us.
- Notify you about changes to our products or services.

### Where do I store and process personal data?

All client data is stored on Cliniko, which is password protected. Cliniko is a practice management system for use by health clinics and allied health practitioners.

### When do I share personal data?

Your personal data will be kept confidential and secure on Cliniko and will not be shared with third party companies. Any requests from other third parties such as insurance companies will require additional consent from you before disclosure is made.

### How long do I keep your personal data for?

For adults, information will be kept for a period of seven years following the last treatment date. For children, information will be kept for a period of seven years after the child's 18<sup>th</sup> birthday.

### Your rights in relation to personal data

The law gives you certain rights in respect of the personal data I hold about you. If you want to exercise your rights in respect of your personal data, please contact me by email on [info@joannalaurencepilates.co.uk](mailto:info@joannalaurencepilates.co.uk)

Joanna Laurence Physio & Pilates is a member of the Information Commissioner's Office.