



## North Lakes Physiotherapy Privacy Policy

### **Our contact details**

Name: Michael Salkeld

Address: 50 Croft Avenue, Penrith. Cumbria. CA11 7RL

Phone Number: 07947918063

E-mail: info@northlakesphysio.com

### **The type of personal information we collect**

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (name, contact details and medical records/information).

### **How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you (the patient) for one of the following reasons:

- It is necessary as part of a medical record
- So we can refer on as appropriate
- To contact you as required
- To report on as required

We also receive personal information indirectly, from the following sources in the following scenarios:

- A referral from a physiotherapy service provider/insurance company
- A Referral from a GP or consultant
- A referral from a School  
(all in the manner of a physiotherapy referral)

We use the information that you have given us in order to:

- Identify you
- Use to confirm your details if an onward referral is necessary
- Report on as required to an insurance company/parent/guardian/family member

We may share this information with:

- Medical staff
- Insurance providers
- School
- Parent/guardian/family member

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

**(a) Your consent. You are able to remove your consent at any time. You can do this by contacting Michael Salkeld**

**(b) We have a contractual obligation**

**(c) We have a legal obligation**

**(d) We have a vital interest**

## **How we store your personal information**

Your information is securely stored.

We keep personal information (name, DOB, contact details, medical information) for 6 years. We will then dispose your information by deletion if electronic or shredding if hard copy.

## **Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**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, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you if you wish to make a request.

Please contact us at:

Name: Michael Salkeld

Address: 50 Croft Avenue, Penrith. Cumbria. CA11 7RL

Phone Number: 07947918063

E-mail: [info@northlakesphysio.com](mailto:info@northlakesphysio.com)

### **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at:

Name: Michael Salkeld

Address: 50 Croft Avenue, Penrith. Cumbria. CA11 7RL

Phone Number: 07947918063

E-mail: [info@northlakesphysio.com](mailto:info@northlakesphysio.com)

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

