**Privacy Policy**

**PURPOSE OF THIS POLICY**This policy describes how we collect and use personal information about you, in accordance with the General Data Protection Regulation (GDPR), the Data Protection Act 2018 and other Data Protection Legislation for example UK based laws and regulations, as amended from time to time.

**COLLECTION OF PERSONAL INFORMATION**

The collection of personal information is required in order for a service to be provided to you. If you do not provide personal information, we may not be able to offer a service to you. Personal information collected is the minimum required to fulfil legal, accounting, taxation and contractual requirements in order to provide a service. Information is collected at first point of contact and engagement of services via, email phone or post.

**WHAT INFORMATION IS HELD ABOUT YOU**

Information held may include;

* Personal details, for example name, address, date of birth, contact details
* Information of services you have received
* Correspondence and communication threads
* Information regarding enquiries or feedback
* Information passed to us that is publicly available and relevant to our service provision

**HOW PERSONAL INFORMATION IS USED**

Personal information is processed only where necessary to provide a service as agreed with you and to allow compliance with legal requirements. Personal information may be used for the service’s legitimate interests; however, this will not occur if those interests override any of your interests, rights and freedoms which require protection of personal information.

Personal information may be used for activities such as delivery of service, communication, record of service provision, processing of invoices and assisting in prevention and detection of fraud or corruption. This list is not exhaustive.

Where we need to use information for other reasons than why we collected it we will notify you and communicate necessary information prior to use.

**HOW PERSONAL INFORMATION IS STORED**

Personal information is only stored for as long as is necessary for the purpose for which it is collected in accordance with legal and professional obligations.

**DATA SECURITY**

Use of all personal data is done using commercially reasonable and appropriate security measures.

**RIGHTS OF ACCESS, CORRECTION, DELETION AND RESTRICTION**

It is important that the information we hold about you is correct. If the personal information is incorrect or changes please notify us as appropriate.

**Your rights:**

Under certain circumstances, by law, you have the right to

* Request access to your personal information
* Request correction of the personal information held
* Request deletion of your personal information
* Request the transfer of your personal information to you or another provider or data controller where this is technically feasible.

Your identity will need to be confirmed prior to release of any personal data. This is to ensure that we keep information secure. You will not have to pay for access to your information unless requests are excessive or unfounded. In which case you will be charged a reasonable fee.

**RIGHT TO WITHDRAW CONSENT**

You are able to withdraw consent at any time. On notification of your request, personal information will no longer be processed unless there is a legitimate legal requirement.

**POLICY INFORMATION**

This policy was last updated on 7th May 2020.

Any changes made to this policy will be provided to you in writing.

The policy will be reviewed and amended annually or at points requiring change to practice.

**FURTHER INFORMATION**

If you require any further information please contact:

[suzanne@svphysio.co.uk](mailto:suzanne@svphysio.co.uk)

You also have the right to raise a complaint via the Information Commissioner’s Office (ICO).

The details for the ICO are;

<https://ico.org.uk/global/contact-us/>