

Privacy Notice

Understanding how we manage your information

Jlinks Physiotherapy Limited is a Data Controller under the Data Protection Act 1998 . This statement confirms Jlinks Physiotherapy's commitment to protect your privacy and to process your personal information in a manner which meets the requirements of Data Protection Law (General Data Protection Regulation – GDPR).

Data protection is very important to us and we take all reasonable steps to ensure compliance with our regulatory and statutory obligations. The Directors of Jlinks Physiotherapy Ltd have overall responsibility for this statement.

What information is being collected?

The information we collect may include:

- Name, address, date of birth
- Personal contact information
- Disability, ethnicity, gender
- Occupation and hobbies
- Contact information for any medical professionals including your GP or other health and social care professionals
- Information relevant to:
 - Your health and any medical condition
 - Treatment that you are receiving, or is recommended by us or another medical professional;
 - Your personal circumstances which are divulged to us by you or a third party (such as a relative or a carer).

Who is collecting it?

Information is collected by Jlinks Physiotherapists, Occupational Therapists and administration staff.

How is it collected and stored?

Information is collected in a variety of ways:

- Via written information provided to us from our contact page on our website
- Via telephone
- Via written communications for example, letters and emails
- Via conversations between you and your physiotherapist.

Jlinks Physiotherapy Ltd uses an electronic practice management system for storage of both personal and clinical records. This system conforms with the GDPR (General Data Protection Regulations 25th May 2018). This system is covered under a rule called ISO-27001 which is deemed safe by UK privacy laws. Further information on the system we use can be found here: <https://www.cliniko.com/security>

JLinks Physiotherapy Ltd uses the electronic exercise management system Rehab My Patient www.rehabmypatient.com. This is a data processor and provides processing activities of personal and other types of data with a purpose to compile individual exercise plans by JLinks Physiotherapy Ltd practitioners and then share these exercise plans with our clients. This system conforms with the GDPR (General Data Protection Regulations 25th May 2018).

We will ask for your permission to keep your information on our practice management system and exercise management system at your first appointment.

Why is it being collected?

It is a professional requirement that we keep accurate and current clinical records of your physiotherapy assessment and treatment and that means we need to collect and retain any personal health information. We also need your personal data so we can contact you about your appointments.

How will it be used?

Jlinks Physiotherapy Ltd may use this information for the following reasons:

- To carry out our primary function of providing physiotherapy assessment and treatment, advice and education.
- Complaints and dispute handling
- To improve our services
- Staff administration
- To comply with our legal and regulatory obligations
- We may contact you regarding physiotherapy groups or classes we are setting up if we think they may be of interest to you both during and after your physiotherapy sessions with us.

Who will it be shared with?

Sometimes it may be helpful to share data with other care professionals outside of Jlinks Physiotherapy Ltd. This is likely to include information about your physiotherapy assessment and any progress reports that you need. These are usually requested by you, the patient, but sometimes we will suggest this to you if we think it will be helpful, for example if you have an appointment with another healthcare professional and the information might help the consultation.

We will only share your personal and clinical information with others with your permission. We will speak to you first and explain what data we would like to share and with whom and for what purpose. You have the right to decline to share your information.

We will not sell, pass on or lease your personal data to third parties.

How long will we keep your data?

Your personal details will be stored as long as is required to render the service you have requested, as long as no contrary legal requirements exist. Health records are required to be kept for 8 years after treatment finishes.

Your rights to access your personal information ('subject access request')

You are entitled to ask for a copy of the information that we hold about you for which we will charge a £10 fee. You can request to have any inaccuracies in your information corrected. This is called a 'subject access request'. If you wish to see a copy of your records please write to us at the address given below and state:

- Your full name and address and contact telephone number
- Details of the specific information you require and any relevant dates

The Data Controller
Jlinks Physiotherapy Ltd,
The Paddock, Bossingham, Road,
Stelling Minnis
Canterbury
Kent CT4 6BB

Complaints about how we process your personal information

In the first instance, an individual should contact Jlinks Physiotherapy Ltd by email to Jayne@jlinks.co.uk or by letter to Jlinks Physiotherapy, The Paddock, Bossingham Road, Stelling Minnis, Canterbury, Kent CT4 6BB