

GDPR Policy

FirstPhysio is committed to protecting and respecting your privacy. This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. For the purpose of the General Data Protection Regulation, the data controller is FirstPhysio, 287 Kings Drive Eastbourne, East Sussex, BN21 2YA.

FirstPhysio is committed to ensuring that your privacy is protected. Should we ask you to provide certain information with which to treat and contact you, you can be assured that it will only be used in accordance with this privacy statement.

What we collect

We may collect the following information:

- Name
- Contact information including email address, address and phone number
- Health information including previous appointments and treatments
- Lifestyle information

What we do with the information we gather

The information given will be used by FirstPhysio staff to understand your needs and provide you with the best service possible, and in particular for the following reasons:

- Contacting you to arrange appointments and email appointment reminders.
- Offering you the best possible treatment in accordance with your personal needs.
- Referring you to other healthcare professionals to assist with your treatment.
- We may periodically send emails using the email address that you have provided, with promotional content or health information which we think you may find interesting.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we use the programme and data processor 'Cliniko'.

For more information on their privacy policy visit:

For more information on their security measures visit:

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- Whenever you are asked for information at the clinic, indicate to a staff member that you do not want the information to be used by anybody for direct marketing purposes or exclude your email address from the information given to avoid this.
- If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by contacting us in writing or via email.
- You have the right to access your personal data by completing a subject access request in writing or by email, we will send you this information within 14 days of request.
- You have the right to withdraw your consent at anytime and have your personal data erased.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

Please contact: Jo Gladwin (Data Protection Officer)

FirstPhysio
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