

# Privacy Policy

Road to Recovery Sports Massage is committed in protecting and respecting your privacy. This privacy notice explains when and why we collect personal information, how we use it, who we share it with and how we keep it secure.

“We”, “our” or “us” means Road to Recovery Sports Massage.

It is important that you take the time to read this notice so that you understand how we will use your personal data and your rights in relation to your personal data.

## 1. Personal data that we collect about you

### Information you give us

- This is information about you that you give us by filling in forms or by corresponding with us verbally or via telephone, e-mail, online, or social media. The information you give us may include your name, address, e-mail address, telephone number, date of birth, sex, occupation, GP details, health & medical information and personal details about your lifestyle.
- We are required to collect personal information about you and your health in order to provide you with the best possible treatment. You can of course refuse to give us your personal information, however in doing so we would not be able to provide you treatment.
- We may wish to contact you to confirm an appointment or to update you on a matter relating to your treatment and/or aftercare.
- We may wish to send you information relating to your health & fitness, as well as the occasional promotional offer. These may be in the form of an email, article, newsletter or social media; however, we will seek your consent before doing so. You are able to withdraw from these types of correspondence by getting in contact with our **data controller**

## 2. How your personal data is recorded & stored

- Your personal data is recorded on paper on a client consultation form.
- Some personal data may be recorded electronically on a third-party's software such as Microsoft Outlook, Cliniko and Rehab My Patient. All third-party software used is fully compliant with the General Data Protection Regulations Act 2018.
- Your personal data may be recorded on Microsoft Excel which is fully compliant with the General Data Protection Regulations Act 2018. The Excel document is stored on an encrypted, password protected MacBook and stored in a lock room.
- All data stored electronically is encrypted, password protected, and the passwords are regularly changed.

- We have a legal obligation to retain your records for 7 years after your most recent appointment. After this period, you can request that we erase your records. Otherwise, we will retain your records indefinitely in case you require our services in the future.
- All paper records are stored in a locked filing cabinet, located in a securely locked room. Overnight the premises are locked and alarmed.
- If you engage with us via our social media platforms (Facebook, Twitter, Instagram, YouTube & Google+) you should be aware that your posts are public and for all to see. Private messages sent to us remain private. All social media accounts are password protected which only our data controller has access to.

### 3. Sharing your personal data

- Some of your personal data (your name, email address & date of birth) may be provided to Rehab My Patient, which is a third-party's software for the purposes of exercises and aftercare treatment. Rehab My Patient is fully compliant with the General Data Protection Regulations Act 2018. Access to this software is password protected and is only accessible by our data controller.
- Your personal data will be provided to Cliniko which is a third-party's software for the purposes of appointments and client management. Your personal data is only accessible by Therapists directly related to our business. Cliniko is fully compliant with the General Data Protection Regulations Act 2018. Access to this software is password protected and is only accessible by our data controller.
- Your personal data may be shared with other healthcare professionals i.e. Sports Therapists, Physios or Doctors, in order to provide the best possible treatment for you. Any data shared will be documented and signed for by the client as consent, prior to sharing.
- If you are under the age of 18 or considered as 'vulnerable' then your personal data may be shared with your appointed adult, carer or chaperone.
- We will never share your data with anybody that does not need access to it without your consent.

### 4. Your rights

#### You have

- The right to refuse us processing your personal data (in doing so we would not be able to provide you treatment.)
- The right to access the personal data which we hold about you.
- The right to withdraw your consent to us processing your personal data at any time.
- The right to request that we rectify your personal data if it is inaccurate or incomplete.
- The right to request that we erase your personal data. Please note that there may be circumstances where you ask us to erase your personal data, but we are legally entitled to retain it.
- The right to object to the processing of your personal data for marketing purposes.
- The right to complain to the **Information Commissioners Office** if you think that your personal data has been misused by us.

## 5. Use of Cookies

A cookie is a small piece of data sent from a website and stored on the user's computer by the user's web browser while the user is browsing. We use cookies to store your preferences and other information on your computer in order to save you time repeatedly entering the same information and to display your personalised content and appropriate advertising on your later visits to our website. You can modify your browser to turn off the cookie feature. However, if you do so you may not be able to use or access our web site properly.

## 6. Use of cameras

The static premises associated with us has CCTV cameras situated outside the front & rear.

The cameras & business itself are both registered with the **Information Commissioners Office (ICO.)** Please ask our **Data Controller** for further details.

## 7. Contact us

If you feel that we are mishandling your personal data in any way, you have the right to complain. Complaints need to be sent to our **Data Controller**

Luke Wooding – Data Controller & Owner

[Luke@rtrsportsmassage.co.uk](mailto:Luke@rtrsportsmassage.co.uk)

07894853352

If you are still dissatisfied with the response, then you can contact the **Information Commissioners Office (ICO)**