



Sports Therapy Services

Privacy Notice

Who we are

Sports Therapy Services is the trading name for Lesley Burtenshaw (aka Oleksyn), the owner and head therapist in the business. Lesley is the data controller' for the purposes of the Data Protection Act 1998 and (from 25 May 2018) the EU General Data Protection Regulation 2016/679 ("Data Protection Law"). The registration number with the Information Commissioners Office is ZA346278.

The information we collect

We collect personal information:

- directly from you, including name, contact details, date of birth, health and medical history
- from a third party acting on your behalf with your consent e.g. a GP or another health professional
- when we generate it ourselves e.g. patient assessment notes
- from publicly available sources

Some of the information we collect from you is considered a special category of personal data and we process this information in accordance with Article 9 section (iii) the provision of Health or Social Care. GDPR requires obligations of confidentiality which is covered by our therapists' code of conduct.

How we'll use your information

We will use your information in order to provide our physical therapy services to you, including contacting you about appointments. We will only use information collected lawfully in accordance with Data Protection Law and will not use any information we may hold about you for any purpose other than that for which it was collected, unless we have gained your consent. We do not sell personal information and we do not carry out profiling of your data. If you use our website, any data collected via Google Analytics or via the 'Contact' form will not be used for direct marketing or profiling purposes.

Who we can share your information with

We have a legal obligation to share information with you upon request. With your consent, we may share your information with other health care providers. There are, however, some instances where patients cannot opt out of having their information shared and this information may be shared without explicit or implied consent.

How long we keep your information

Clinical notes no longer in use are securely archived after two years and securely destroyed after eight years. We are however required to retain records for a longer period when the patient is a child (7 years after they reach the age of majority).

Secure storage

All our clinical records are stored securely in a locked cabinet on the premises and are unavailable to anyone except authorised clinicians. Personal contact details are used solely for appointment purposes and are stored in locked filing cabinets, password protected mobile phone and/or computer. Clinical records and information may also be stored in a secure cloud-based patient information system.

Your rights

1. Under Data Protection Law you have a number of rights with regard to your personal data. You have the right to request from us access to and rectification or erasure of your personal data, the right to restrict processing, object to processing as well as in certain circumstances the right to data portability.
2. You have the right to lodge a complaint to the Information Commissioners' Office if you believe that we have not complied with the requirements of the GDPR or DPA 18 with regard to your personal data.

Identity and contact details of the data controller:

If you have any queries regarding how we store your data or any other issues regarding data protection at Sports Therapy Services, then please ask to speak to the registered data controller Lesley Burtenshaw (aka Oleksyn). 6 High Street, Milton, CB24 6AJ : lesley@sportstherapyservices.co.uk : 07940-110309