

# **Body Mind Physio**

## **Privacy Policy**

Body Mind Physio, Last Updated: 15/01/2025

### **Introduction**

At Body Mind Physio, we are committed to protecting and respecting your privacy. This policy explains how we collect, use, and protect any personal information that you provide to us when using our physiotherapy services.

### **Information We Collect :**

We collect and process the following information:

#### **Personal Information**

- Full name, date of birth, and contact details
- GP details and other healthcare provider information
- Emergency contact information

#### **Health Information**

- Medical history and current health conditions
- Previous treatments and medications
- Assessment findings and examination results
- Treatment plans and progress notes
- Photos or videos related to your condition (only with explicit consent)

#### **Administrative Information**

- Appointment scheduling information
- Insurance details (if applicable)
- Payment information
- Correspondence between you and our practice

#### **How We Use Your Information**

We use your personal information to:

- Provide appropriate physiotherapy treatment and care
- Maintain accurate health records
- Communicate with you about your appointments and treatment
- Coordinate with other healthcare providers involved in your care
- Process payments and handle insurance claims
- Comply with legal and regulatory requirements

#### **Legal Basis for Processing**

We process your personal data under the following legal bases:

- Contract: To fulfill our contractual obligations in providing physiotherapy services
- Legal Obligation: To comply with healthcare regulations and professional standards
- Vital Interests: To protect your vital interests in cases of emergency

- Legitimate Interests: To maintain and improve our services
- Consent: When explicitly required, such as for marketing communications or sharing information with other healthcare providers

### **Data Retention**

We retain your personal information for:

- Clinical records: 8 years after the last treatment (or longer if required by law)
- Children's records: not applicable not treating Children
- Financial records: 6 years as required by UK tax law

### **Your Rights**

Under GDPR, you have the right to:

- Access your personal information
- Request corrections to inaccurate information
- Request deletion of your information (where applicable)
- Object to certain processing of your information
- Request transfer of your information
- Withdraw consent for optional data processing

### **Sharing Your Information**

We may share your information with:

- Your GP or other healthcare providers involved in your care
- NHS services when required
- Insurance providers (with your consent)
- Legal authorities when required by law

We will never sell your information to third parties or use it for marketing purposes without your explicit consent.

### **Changes to This Policy**

We may update this privacy policy periodically to reflect changes in our practices or legal requirements. We will notify you of any significant changes.

### **Contact Information**

If you have questions about this privacy policy or wish to exercise your rights, please contact:  
Data Protection Officer in Body-mind-physiotherapy [info@body-mind-physio.co.uk](mailto:info@body-mind-physio.co.uk)

### **Complaints**

If you are concerned about how we handle your data, you can contact: [info@body-mind-physio.co.uk](mailto:info@body-mind-physio.co.uk)

### **Regulatory Information**

Body-mind-Physiotherapy is registered with: Physio first and HCPC and CSP registered  
Registration numbers: PH116850

This privacy policy was last updated on 15/01/2025 and is compliant with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.