

PRO-AM SPORTS INJURY CLINIC

Privacy Policy

WHO WE ARE

Our organization: Pro-Am Sports Injury Clinic includes at the time of writing one Sports Therapist

Jenna Wheatman BSc (Hons) MSST

IN THE CLINIC

Primary purposes for collecting personal information during sports therapy or sports massage appointments, including health plans and Skype consultations.

Like all professionals in the medical industry, we collect, use and disclose personal information in order to serve our clients. For example, we collect information about a client's health history, including their family history, physical condition and function and social situation in order to help us assess what their health needs are, to advise them of their options and then to provide the health care they choose to have. A second primary purpose is to obtain a baseline of health and social information so that in providing ongoing health services we can identify changes that are occurring over time.

As a client of our services we will collect the following information:

Your Name

Contact information such as address, phone number, and email address

Demographic information such as Date of birth and GP surgery

Website enquiry information

Medical history

Information on how you came to know about our clinic

Demographic information such as preferences and interests

How we use your Personal Information

Pro-Am Sports Injury Clinic may use your Personal Information only for the following purposes

- To provide clinical services and treatments to you

What we do with the information we gather?

We require this information for internal record keeping in order to comply with our UK professional healthcare regulations and also to help provide the best service to you that we possibly can.

We may from time to time need to communicate with other members of healthcare professionals though we will only do this with your permission.

We may periodically send promotional emails about new products, services, special offers or other information which we think you may find interesting using the email address which you have provided, we will only do this if you have given us consent to this.

How we collect your Personal Information

We may collect your Personal Information in a number of ways including, but not limited to:

Directly from you, for example: the information you provide to Jenna Wheatman in any Patient Information Sheet during the course of providing clinical services to you, from your guardian or responsible person (where practicable and necessary) or from any other involved healthcare specialist with your written consent.

PROTECTING PERSONAL INFORMATION

We understand the importance of protecting personal information. For that reason, we have taken the following steps:

Paper information is either under supervision or secured in a locked or restricted area.

Electronic hardware is either under supervision or secured in a locked or restricted area at all times. In addition, passwords are used on computers.

If referral is necessary your details can only be passed on with your written consent (can be electronic) the person to whom the data is passed onto must also comply with gdpr practices.

RETENTION AND DESTRUCTION OF PERSONAL INFORMATION

We need to retain personal information for some time to ensure that we can answer any questions you might have about the services provided and for our own accountability to external regulatory bodies. However, we do not want to keep personal information too long in order to protect your privacy.

We keep all your data for 8 yrs if you use us just the once. If you are a regular then your details will be kept for 8 yrs after your last appointment. If u18 your records will be kept up until the age of 25.

We destroy paper files containing personal information by shredding. We destroy electronic data with deletion.

YOU CAN LOOK AT YOUR INFORMATION

With only a few exceptions, you have the right to see what personal information we hold about you. All you have to do is ask. We can help you identify what records we might have about you. We will also try to help you understand any information you do not understand (e.g., short forms, technical language, etc.). We will need to confirm your identity. We reserve the right to charge a nominal fee for such requests.

If there is a problem we may ask you to put your request in writing. If we cannot give you access, we will tell you within 30 days if at all possible and tell you the reason, as best we can, as to why we cannot give you access.

If you believe there is a mistake in the information, you have the right to ask for it to be corrected. This applies to factual information and not to any professional opinions we may have formed. We may ask you to provide documentation that our files are wrong. Where we agree that we made a mistake, we will make the correction and notify anyone to whom we sent this information. If we do not agree that we have made a mistake, we will still agree to include in our file a brief statement from you on the point and we will forward that statement to anyone else who received the earlier information.

Our contact details are telephone 01723 363332

You have a right to complain if you are not satisfied with the way your data has been managed. If you need further advice you can contact the ICO on 0303 123 113.

OUR WEBSITE

In running and maintaining our website we may collect and process the following data about you:

Information provided voluntarily by you. For example, when you register for information.

Information that you provide when you communicate with us by phone or email.

STORING YOUR DATA

We do not store any of your personal information given when contacting us through our contact forms. Unfortunately the sending of information via the internet is not totally secure and on occasion such information can be intercepted. We cannot guarantee the security of data that you choose to send us electronically, Sending such information is entirely at your own risk. We do not pass any of your details on to third parties.

Our newsletter sign up includes storing of your email on our Mailchimp account. For Mailchimp privacy policy you can view their privacy policy here

https://mailchimp.com/legal/privacy/?_ga=2.254894792.1901731563.1526455662-2055008063.1498548155

Social Media

We can be contacted through social media for arranging appointments and queries regarding whether you need to book an appointment. We understand not everyone can afford our services and we can give some general advice only with your consent.

Each conversation and personal social media information will be deleted after every conversation unless any general advice was given for injury management. Before any advice will be given we will ask for consent for your details to be stored on our system. This is to protect you and also give us a reference for what information we provided.

COVID-19

Documentation and records kept in regards to

- a) There has not been in contact with anyone with Covid-19, in the last 14 days, to your knowledge
- b) There have not been any symptoms: - dry cough, temp over 37.8°C, loss of smell and/or taste
- c) Should the client contract the virus you must inform the therapist as soon as possible
- d) Should the client contract the virus we are obliged to inform NHS Track & Trace

There will also be a signed declaration from the therapist stating the same declaration

Skype

Due to Covid-19 we now offer Consultations via Skype. Data will be collected and stored as mentioned above as in a face-to-face appointment. We do not keep you as a contact on Skype after your appointment.