



Updated January 2023

## PRIVACY POLICY

**Nicole Lavin Neurorehab Ltd** is committed to protecting your personal information and this privacy policy relates to our use of your personal information collected from you either in person, via our online booking system or information you give us by letter, e-mail, SMS or over the telephone.

‘Personal information’ means any information that can identify you.

‘We’ means Nicole Lavin Neurorehab Ltd.

We collect and process data because we have a legal obligation to do so and it is adequate, relevant and limited to what is necessary.

### What information we collect and when

We collect and process information when you telephone the clinic to make an enquiry or appointment, when you email us, when you access our online booking system via our website or if you visit the clinic in person.

At the point of enquiry or booking we may ask you for your:

- Name
- Date of birth
- Home address
- Telephone number, either landline or mobile or both
- e-mail address
- Brief history, presenting problem & any related relevant information such as work, hobbies etc

At your appointment we will ask for further information regarding your general health, your previous health and information regarding the condition you are seeing advice about

We will also ask for information regarding any activities you undertake, your employment and any medication you take.

We will also record the findings of a physical examination.

### How we use this information.

We use electronic records that are hosted by a third party (Cliniko and / or Dropbox).

All information is kept electronically in a file that directly relates to your episode of care.

We use this information:

1. To provide a legal record of any treatment or advice we provide
2. To ensure continuity of care
3. To contact you in regard to your ongoing treatment including sending exercises by e-mail. We may use a third party for this service (PhysioTools)
4. To contact you if new information or treatments become available that may be of benefit to you
6. We may use your information for quality feedback purposes
7. We may use your information for audit purposes

We do not pass on your information for commercial purposes

We take all reasonable steps to ensure that our information is kept up to date and rectified if necessary. It is also your responsibility to inform us if any personal information changes.

### **How long do we keep personal information**

We have a legal obligation to retain records for 8 years after the conclusion of treatment.

If the record relates to a child or young person, the records must be kept until the patient's 25th birthday or 8 years after death.

We may retain electronic records indefinitely for use if you return for another episode of care and for analytical purposes.

### **How do we protect your information**

We take organizational and technical security measures to protect the information against unauthorized disclosure or unlawful processing.

Our website contains links to external sites, these sites have their own privacy policies, and we are not responsible for their content, you should check their privacy policy prior to submitting any personal information.

### **Your rights**

You are entitled to a copy of the personal information we hold about you and to have any discrepancies rectified. You can do this by written request to the address at the start of the policy.

## Disclosure of your information

With your permission, we may pass information to other medical professionals who may be involved in your care; this may include GPs, consultants, occupational health departments or other Health and Care Professions.

This information may be passed on in the form of a written letter which is given to you - if this is the case, the letter becomes your responsibility, and the protection of its contents is your responsibility.

If the information is passed electronically by email, it will be password protected and we will take all reasonable precautions to transmit the information securely.

## Changes to our privacy policy

All changes will be notified on our website

## Contact details

Any questions regarding this privacy policy should be addressed to:

Nicole Lavin (Clinic Director) or Louise Johnson (Practice Manager) at:

Nicole Lavin Neurorehab Ltd

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Rawdon

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