

Lorna W. Saunders

Owner & Director Positive Steps Physiotherapy Ltd

Specialist Neurological & Paediatric Physiotherapist

BSc (Hons) MCSP MHCP

**Address:** 101 McKelvey Way, Audlem, CW3 0FH

**Tel:** 07801 238819

**Email:** [lorna@positivestepsphysio.co.uk](mailto:lorna@positivestepsphysio.co.uk)

## Privacy Policy September 2022

### Introduction

This Privacy Policy explains how Positive Steps Physiotherapy (PSP) uses any personal information that we collect.

### What information we collect

We will collect all or some of the following information about you:

- Name
- Address
- Telephone numbers
- Email address
- Next of Kin
- Medical information (past and present)
- Information about your physical condition
- Lifestyle information

### How we will use it

We collect this information to ensure that we are able to contact you as required. For our clients, it allows us to complete a full and thorough assessment of your needs and offer the most appropriate and effective Physiotherapy treatment.

### Who we will share it with

PSP may share your data with other health professionals to ensure continuity of care and to enable onward referrals to take place. We may also share your information with third parties for the purposes of running our business.

### Legal basis for holding your information

For our clients, we have a legal obligation to hold and process your information. We also have a legitimate interest to hold data in case of a medical claim or query about the case, as well as enabling us to advise you of future services we may offer.

If you are not a client, we have a legitimate business interest in holding your data to allow us to respond to enquiries and advise you of the services we offer.

### **How long will we retain your data**

If you are a client your information will be retained indefinitely as we have a legal basis to do this in case of a query or medical claim about the case.

If you are not a client we will retain your information whilst we are actively working with you.

### **Access to your information and corrections**

You have the right to request a copy of the information we hold about you. If you would like a copy of some or all of your personal information, please email or write to us using the details provided in the “How to contact us” section of this policy.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

### **Changes to our privacy policy**

We keep our privacy policy under annual review and we will place any up-dates on our web page.

### **How to contact us**

Please contact us if you have any questions about our privacy policy or information we hold about you:

- By email – [lorna@positivestepsphysio.co.uk](mailto:lorna@positivestepsphysio.co.uk)
- By post – Positive Steps Physiotherapy Ltd, 101 McKelvey Way, Audlem, CW3 0FH.