

Privacy Notice

Clients and Patients



JLinks Physiotherapy
JLinks.co.uk

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Prepared by:

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Company Director

Understanding how we manage your information.

Privacy Statement

At JLinks Physiotherapy Ltd, we are committed to protecting your privacy and ensuring the security of your personal information. This privacy statement outlines how we collect, use, disclose, and store your data in accordance with UK GDPR regulations and our professional standards. The Directors of JLinks Physiotherapy Ltd have overall responsibility for this statement.

Compliance:

As an independent Physiotherapy company, we provide high-quality physiotherapy services tailored to meet your individual needs. Whilst we operate independently, our commitment to excellence extends to compliance with industry standards and regulations. Our Professional Body, the Chartered Society of Physiotherapy, requires us to comply with the NHS Records Management Code of Practice. This commitment underpins our record management and storage policies, ensuring that your personal information is handled with the utmost care and in accordance with best practices.

Registered data handlers:

JLinks Physiotherapy Ltd is registered as a data handler with the Information Commissioner's Office (ICO), ensuring that your data is handled in compliance with data protection laws and regulations.

Information we collect:

The information we collect may include: your name, address, date of birth, other personal contact information, disability, ethnicity, gender, occupation and hobbies. We may also request contact information for any medical professionals including your GP or other health and social care professionals. Information relevant to: Your health and any medical condition Treatment that you are receiving or is recommended by us or another medical professional; Your personal circumstances which are divulged to us by you or a third party (such as a relative or a carer). This information is necessary for providing you with physiotherapy services and ensuring your safety and well-being.

Who collects information:

Information is collected by JLinks Physiotherapy staff and contractors including, Physiotherapists, Fitness Professionals, Physiotherapy Assistants, and administration staff.

How we use your information:

Your personal information is used solely for the purpose of providing you with services from our Company. This includes scheduling appointments, assessing your condition, developing treatment plans, and communicating with other healthcare professionals involved in your care.

Data retention and storage:

We do not hold or store paper records about you. Any paper records are uploaded to your electronic record and paper records are immediately securely destroyed. Should there be a requirement for us to use paper records in the short-term loss of access to electronic records, they are uploaded to electronic records as soon as practical and paper records are destroyed.

We adhere to NHS guidelines for the retention and storage of personal information. Your data will be retained for the minimum duration required for the provision of physiotherapy services and as required by law. Details of the minimum length of time this data is required to be stored can depend on various factors. Details can be found at: <https://transform.england.nhs.uk/information-governance/guidance/records-management-code/records-management-code-of-practice/>. In most instances this is a minimum of 8 years.

If you begin a new episode of care whilst your previous records are still within agreed retention periods, then these episodes of care will link, and the retention period will begin again at the end of the current episode.

Once your treatment is completed with us and we no longer need access to your clinical records, any information on our client management systems and electronic record system called Cliniko we will place it into the "archived" area which has restricted access to the team. After the minimum retention period of your data, your information will be either securely disposed of or kept in the archived to a "non-live" area of the electronic system in accordance with GDPR regulations and the NHS Electronic Record System guidelines.

We retain emails for 2 years after it was received/sent or until it is deleted from the mailbox whichever is later. However, emails are not automatically deleted after 2 years unless a user has manually deleted them from their mailbox

Data Security:

We employ robust security measures to protect your personal information from unauthorised access, disclosure, alteration, or destruction. This includes encryption, access controls, and regular monitoring of our systems for any potential security threats.

Review and Monitoring Process:

We have systems in place to regularly review and monitor where your personal identifiable data (PID) is, how it is being used, and where it is stored.

We maintain an Information assets and flows register (IAFR) which is regularly reviewed and completed as part of the set-up of new services and projects.

A Data protection impact assessment (DPIA) is completed when a new project within the business which involves PID is planned.

We do our utmost to keep this statement updated; however, an updated list of where PID is stored and used can be requested from us. This ensures that your information remains secure and is only accessed by authorised personnel for legitimate purposes.

Disclosure of information:

We may disclose your personal information to other healthcare professionals involved in your care, as well as to third parties such as insurers or regulatory authorities where required by law or with your consent.

Third-Party Systems:

Your data may be stored in our Practice and client management system called Cliniko, our exercise prescription program called Rehab my Patient, and our accounting system called Xero. Additionally, information submitted via our website is hosted by Wix.com. Each of these systems has its own privacy statement, and we regularly audit them and ensure that they comply with UK GDPR laws and guidelines. Some data may be hosted by third parties outside the UK, but it is only available to our staff and technical support in the UK.

Online card payment systems:

We utilise online card payment systems that are securely connected to our bank and accounting system to process payments for our services. These systems adhere to strict security standards to protect your financial information. Your payment details are encrypted and securely transmitted to our bank for processing. We do not store your full payment card details on our servers or in our databases. Our payment systems are compliant with the Payment Card Industry Data Security Standard (PCI DSS) to ensure the highest level of security for your transactions.

Mobile devices and phone numbers:

While we do our best not to save your telephone numbers on individual therapists' phones, there are instances where contact with the therapist may be preferred via mobile phone. In such cases, therapists may store your name and number on their phones. We have policies and procedures in place to enhance the security of this information, ensuring that medical information is not provided via phone messaging systems and that your address or further personal details are not stored on therapists' mobile devices.

Your rights:

Under GDPR, you have rights to access, correct, or request deletion of your data. You are entitled to ask for a copy of the information that we hold about you through a subject access request.

Contact us:

To make a request or to have any inaccuracies in your information corrected, please write to us at the address provided below.

Your full name and address and contact telephone number Details of the specific information you require and any relevant dates.

The Data Controller

JLinks Physiotherapy Ltd, 73 Lion Road, Bexleyheath, KENT, DA6 8NW

Complaints:

If you have any complaints about how we process your personal information, please contact us in the first instance via email at admin@jlinks.co.uk or by letter to the following address:

The Company Director

JLinks Physiotherapy Ltd, 73 Lion Road, Bexleyheath, KENT, DA6 8NW

Thank you for entrusting us with your care. Your privacy and confidentiality are of the utmost importance to us.

Changes to this privacy statement:

We reserve the right to update or amend this privacy statement to reflect changes in our practices or legal requirements. Any updates will be posted on our website and communicated to you as appropriate.

References:

NHS Records Management Code of Practice. Available at: <https://transform.england.nhs.uk/information-governance/guidance/records-management-code/records-management-code-of-practice/>

Chartered Society of Physiotherapy (CSP) Record Keeping Guidance. Available at: https://www.csp.org.uk/system/files/publication_files/RecordKeepingFINAL_Sara%20Conroy.pdf

UK Government Data Protection Guidance. Available at: <https://www.gov.uk/data-protection>

Information on how data is managed by Cliniko: <https://www.cliniko.com/security/>

Information on how data is managed by Rehab My Patient: <https://www.rehabmypatient.com>

Information Commissioner's Office (ICO) - Find out about your rights and data protection and information rights: <https://ico.org.uk/for-the-public/>