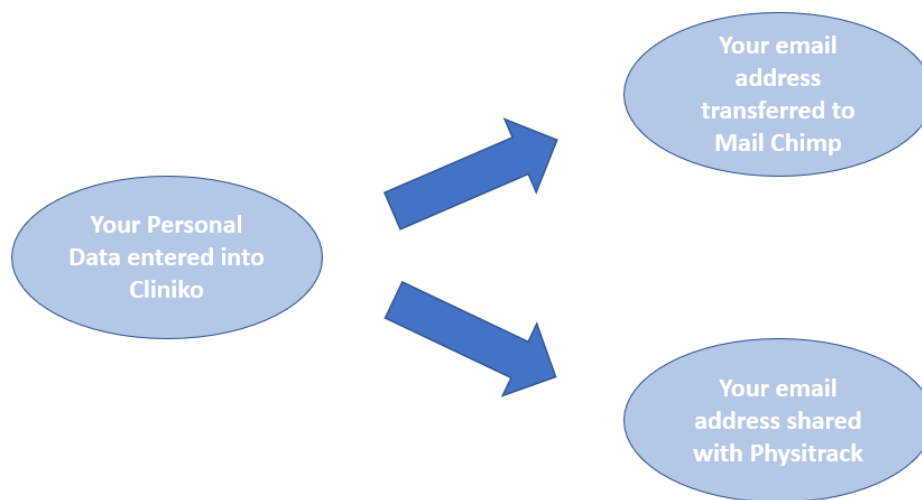


GDPR Compliance & Privacy Notice

We only request the smallest amount of information possible, allowing us to uniquely identify patients (Preventing clinical records being inappropriately accessed, shared, or mistakes made on the record itself) and to make sure we can contact you in case we need to rearrange an appointment.

Our standard request is for your name, phone number and email address. In future we may have to ask for date of birth and postcode but at present this is sufficient (this is already required for some insurance patients).

Where Your Data is Stored



We use three systems that store data;

- Cliniko

This is our secure clinical system which is specifically designed to hold confidential medical information. We are required to keep this medical information securely for a minimum of seven years in line with UK best practice. We are able to provide you with copies of your medical records free of charge, however a fee may be applicable if you request a specific report. Our standard fee for report writing is £45.

Cliniko do not use your personal data. You will receive automated emails from the system to confirm any appointment you have booked and to remind you of this appointment the day before. This saves missed appointments which the patient is liable to pay.

<https://blog.cliniko.com/gdpr-and-cliniko-9c7af7821273>

- Physitrack

This is our physiotherapy exercise tools provider. They work exclusively in the health sector and adhere to all applicable standards and codes of conduct. They receive your name and

email address. This allows us to send you HD videos of exercises and for you to track your own progress and adherence. Physitrack does not share your details with other agencies.
<https://support.physitrack.com/article/639-general-data-protection-regulation-gdpr>

- Mail Chimp

We only share your email address with our mailing list on MailChimp. This email address can only be used by us and all our correspondence has the option of opting out. Once opted out you will never receive an email from us (this does not effect your appointment reminder and confirmation emails). We aim to send 6 emails per year, this highlights our new services and we always try and offer a “too good to be true” offer by way of apology for the unsolicited email.

<https://kb.mailchimp.com/accounts/management/about-the-general-data-protection-regulation>

Please contact info@supportandsustain.co.uk if you have questions or require further information.

Yours Sincerely



Ross Farmer

Data Protection Officer

Support & Sustain

6th April 2018