

Privacy Policy for Total Recovery

Effective Date: January 2019

Total Recovery ("we," "our," "us") values your privacy and is committed to protecting your personal data in compliance with the UK General Data Protection Regulation (UK GDPR). This Privacy Policy explains how we collect, use, and protect your information when you use our services.

1. Who We Are

Total Recovery is a sports therapy business located in Old Basing. If you have any questions about this Privacy Policy, please contact us:

Email: totalrecoveryssportstherapy@outlook.com

Phone: 07516 008 051

Address: Basingfield Close, Old Basing, RG24 7BQ

2. What Information We Collect

We may collect and process the following categories of personal data:

a. Personal Information:

Name

Contact details (email address, phone number, postal address)

Date of birth

Emergency contact information

b. Health Information:

Medical history and current health conditions

Treatment records and progress notes

c. Payment Information:

Bank details or payment card information (if applicable)

d. Website Usage Data:

IP address, browser type, and usage data (if you visit our website).

3. How We Use Your Information

We use your personal data for the following purposes:

To provide sports therapy treatments and tailor them to your needs.

To communicate with you regarding appointments and services.

To maintain accurate medical and treatment records.

To comply with legal and regulatory requirements.

To process payments for services rendered.

4. Legal Basis for Processing

We process your personal data based on the following legal grounds:

Consent: For collecting and using your health information.

Contract: To fulfill our agreement to provide you with services.

Legal Obligation: To comply with applicable laws and regulations.

Legitimate Interests: To improve our services and ensure effective communication.

5. How We Protect Your Information

We implement appropriate technical and organisational measures to safeguard your data from unauthorised access, loss, or misuse. These measures include:

Secure storage of physical and digital records.

Regular staff training on data protection.

Restricted access to personal data on a need-to-know basis.

6. Sharing Your Information

We may share your data with:

Medical professionals or other therapists involved in your care (with your consent).

Service providers who assist us in delivering our services (e.g., IT support, payment processors).

If the law requires authorities (e.g., for tax compliance or public health reasons).

We will never sell or rent your personal data to third parties.

7. Your Rights

Under the UK GDPR, you have the following rights:

Access: To request a copy of the personal data we hold about you.

Correction: To request corrections to inaccurate or incomplete data.

Erasure: To request the deletion of your data in certain circumstances.

Restriction: To request limitations on how we use your data.

Portability: To request a copy of your data in a portable format.

Objection: To object to the processing of your data for certain purposes.

Withdrawal of Consent: To withdraw your consent at any time.

To exercise any of these rights, please contact us using the details provided above.

8. Data Retention

We will retain your personal data for as long as necessary to fulfill the purposes outlined in this Privacy Policy, comply with legal obligations, and resolve disputes. Health records are typically retained for a minimum of 8 years following your last treatment (or longer if required by law).

9. Cookies and Website Usage

If our website uses cookies, we will provide a separate Cookie Policy detailing how these are used.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website, and, where appropriate, notified to you via email or other communication channels.

Last Updated: 30th December 2024