

Privacy Policy

Heather Scott Physiotherapy and Pilates is committed to protecting your privacy. Our privacy policy indicates to you what information we collect about you and how we use it. By using our services, in any capacity, you agree to the collection and use of information in accordance with this policy. We use your Personal Information for providing and improving our services to you.

Collection of Data:

Heather Scott Physiotherapy and Pilates will ask you to provide some personal identification data such as Name, e-mail address, phone number, home address etc.

Health related data may be collected to enable us to deliver safe and appropriate assessments, treatments and pilates classes for our clients.

Data is collected when you visit our website (using cookies), book online, voluntarily complete an assessment for, completing pilates registrations forms or via our records of any consultations/assessments with yourself. We are required by law to keep such records and it allows us to deliver safe and appropriate assessments and treatment to our clients.

Usage of Data:

Heather Scott Physiotherapy and Pilates will use your data to contact you regarding appointments, pilates class bookings you have made.

We will also e-mail you about any services that may be of interest to you.

We will also use your data to keep appropriate medical records as required by law.

We will not share your data to third parties for marketing purposes.

No one else will have access to your data unless law allows them to have access.

Storage of Data:

Heather Scott Physiotherapy and Pilates will store all medical records created from appointments using the secure Cliniko software system. Pilates forms may be kept in separate secure files either electronically or physically. They will be stored in a locked cupboard/password protected laptop.

We will keep your treatment records for 8 years, obstetric records for 25 years and any treatment records for Children will be kept until the clients 25th birthday or 8 years from completion of treatment (whichever is the longest) . Once this time period has expired, we will delete your data.

Marketing

Heather Scott Physiotherapy and Pilates would like to send you information about products and services of ours that we think might be of interest to you.

If you have agreed to receive marketing when booking an appointment or pilates class, you may always opt out at a later date.

You have the right at anytime to stop *Heather Scott Physiotherapy and Pilates* from contacting you for marketing purposes.

Your data protection rights:

You have the right to request to access copies of your data at any time by contacting *Heather Scott Physiotherapy and Pilates*

You have the right to request that *Heather Scott Physiotherapy and Pilates* correct any information we hold that you believe to be inaccurate. You also have the right to request that information you believe to be incomplete to be completed.

You have the right to request that *Heather Scott Physiotherapy and Pilates* delete your personal data, under certain conditions.

You have the right to request that *Heather Scott Physiotherapy and Pilates* restrict the processing of your personal data, under certain conditions.

You have the right to object to *Heather Scott Physiotherapy and Pilates* processing your personal data, under certain conditions

You have the right to request that *Heather Scott Physiotherapy and Pilates* transfer the data that we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email:

email us at: info@physiotherapyandpilates.co.uk

Or write to us: *Heather Scott Physiotherapy and Pilates* Parkhouse, Torphins, AB31 4HT

Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our website, we may collect information from you automatically through cookies or similar technology.

For further information, visit allaboutcookies.org.

How do we use cookies?

Heather Scott Physiotherapy and Pilates may use cookies in a range of ways to improve your experience on our website, including:

Understanding how you use our website

How to manage cookies

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

Privacy policies of other websites

The *Heather Scott Physiotherapy and Pilates* website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

Our Company keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 11th Aug 2023

How to contact us

If you have any questions about Our Company's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: info@physiotherapyandpilates.co.uk

Or write to us at: *Heather Scott Physiotherapy and Pilates* Parkhouse, Torphins
AB31 4HT

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Our Company has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office at <https://ico.org.uk/>