



# Privacy, GDPR, Complaints and Safeguarding Policy

Business name: Physiocare community rehabilitation and support ltd

Reg no: 17085716

Reg address Meadow View, Rock Road, Chudleigh, Devon, TQ13 0JJ

Data Controller: Louise Dawson

Contact email: [info@physiocare-communty.c.o.uk](mailto:info@physiocare-communty.c.o.uk)

Phone number : 07973732085

## **Privacy and GDPR**

### 1. Introduction

This Privacy Policy explains how Physiocare Community rehabilitation and support (referred to as Physiocare) collect, use, store, and protect your personal data in line with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. As a community rehabilitation physiotherapist, we process personal information to assess, treat, and manage your care safely in line with Data Protection and ICO Registration

Physiocare are committed to protecting the privacy and confidentiality of patients' personal information. We process personal and health data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. As

required by law, we are registered with the Information Commissioner's Office (ICO) and pay the annual data protection fee.

Patient records are stored securely using encrypted devices and appropriate technical and organisational safeguards to protect against unauthorised access, loss, or disclosure.

Personal data is only accessed by authorised individuals, used solely for the provision of care and related administrative purposes, and retained in line with professional and legal requirements.

## 2. What Personal Data Physiocare Collect

- Name, address, date of birth, contact details
- Relevant medical history and clinical notes
- GP or consultant details
- Treatment plans, progress records, and exercise programmes
- Emergency contact information
- Billing/payment information where required

## 3. Lawful Basis for Processing

Your data is processed under the following lawful bases:

- Provision of health care – Article 6(1)(e) / 6(1)(b) and Article 9(2)(h)
- Consent – where I need permission to share data beyond direct care

## 4. How Your Information Is Used

Your data is used to:

- Provide assessment, treatment, and ongoing rehabilitation
- Communicate with you about appointments
- Liaise with your GP or other health professionals

- Maintain accurate clinical records
- Manage billing/admin tasks
- Meet legal or regulatory obligations

#### 5. How Your Information Is Stored

- Records are kept securely in encrypted digital files or locked physical storage.
- Access is restricted to the clinician(s) responsible for your care.

#### 6. How Long Information Is Kept

- Health records are retained for a minimum of 8 years after the final treatment session (adult patients).
- Longer retention may apply for children, legal claims, or safeguarding concerns.

#### 7. Sharing Your Information

I only share your information when necessary, for example:

- With your GP, consultant, or other health professionals involved in your care
- If required by law (e.g., safeguarding concerns)
- With your explicit consent if sharing beyond your care team

#### 8. Your Rights Under GDPR

You have the right to:

- Access your personal data
- Request corrections
- Request deletion where appropriate
- Withdraw consent
- Request restriction or object to processing

- Receive a copy of your data

## 9. Data Breaches

If a data breach occurs involving your personal data, I will notify you and the ICO where required.

## **Complaints**

### 1. Making a complaint

Feedback is welcomed and will be regularly sort as part of the discharge process. Should a client or other individual wish to make a complaint, any concerns should be raised with the clinician in the first instance. This can be done verbally ( in person or over the phone) or via email ([info@physiocare-community.co.uk](mailto:info@physiocare-community.co.uk)) or the “contact us” facility on website ([www.physiocare-community.co.uk](http://www.physiocare-community.co.uk))

Complaints will be acknowledged within 5 working days.

Complaints will be reviewed and responded to within 28 days.

### 2.Escalation:

If unresolved, clients may contact:

- Health and Care Professions Council (HCPC)
- Chartered Society of Physiotherapy (CSP)

Website displays information regarding relevant CSP and HCPC membership numbers

## **Safeguarding**

### 1. Introduction

This policy outlines how the service protects adults and children at risk during physiotherapy delivered in the community. Safeguarding is everyone's responsibility.

## 2. Purpose

To ensure concerns about abuse, neglect, or risk of harm are identified and acted upon appropriately.

## 3. Responsibilities

- The clinician must recognise and report safeguarding concerns.
- Concerns should be escalated to the local authority safeguarding team.
- Immediate danger -> call emergency services.

## 4. Identifying Concerns

Types of abuse include physical, emotional, psychological, financial, and neglect.

## 5. Reporting

Concerns must be documented factually and reported without delay.

## 6. Confidentiality

Information is shared only when necessary to protect the person at risk.