

You are receiving this document because we have your details from attending a physiotherapy or pilates appointment at mybodybalance.co.uk. We would love to be able to stay in touch and let you know about changes in appointments and services at myBodyBalance. If you would rather you didn't, all you need to do is email us and let us know.

We promise that we'll always tell you how we use your data, we'll use it in the way you tell us you want it using, plus, we'll make sure we collect and store your data securely.

## **Privacy Policy**

We will process your data in accordance with The General Data Protection Regulation (GDPR) 2018. The purpose of the privacy policy is to inform you as a user of myBodyBalance about what information we collect, how we use the information, whether the information is disclosed and the ways in which we protect users' privacy.

### **Information we collect**

On your initial assessment we collect your name, date of birth, email, telephone number, email, GP details, Insurance company details and your medical history.

### **How do we use this information?**

We receive and store any information you enter on your assessment form or provide us via email or telephone.

We use the information that you provide for such purposes as:

- To contact you.
- To provide our service to you.
- To disclose the information if required by law
- Contact doctors or consultants for onward referral
- To disclose information to insurance companies

We will only ever use your personal information following prior consent.

### **Will we disclose your information to or share it with other organisations?**

As a private organisation, we do not share data with other organisations unless it is required for onward referral to doctors or consultants to provide you with the best service.

We will never sell, rent or otherwise distribute or make public your personal information.

We will not share your information with any external organisations other than for the above purposes.

We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

### **Your rights**

You have the right to object to how we process your personal information.

You also have the right to access, correct, sometimes delete and restrict the

personal information we use. In addition, you have a right to complain to us and to the data protection regulator. To do this please contact us at [Katie@mybodybalance.co.uk](mailto:Katie@mybodybalance.co.uk).

You have the right to complain to the ICO if you feel there is a problem in the way we are handling your data

### **Your data is kept under secure conditions**

We keep your personal information securely for 8 years in accordance with CSP standards.

### **Your consent**

Sometimes we need your consent to use your personal information for contacting relevant medical professionals. Where you have given us consent, you have the right to withdraw it at any time.

### **Data Breaches**

We will report any unlawful data breach of our database to any and all relevant persons and authorities within 72 hours of the breach if it is apparent that personal data stored in an identifiable manner has been stolen.

### **Data Controller**

The data controller of this website is:

Katie Marshall

63 Mayford rd, London SW12 8SE

Telephone: 07786384414

Email: [kate@mybodybalance.co.uk](mailto:kate@mybodybalance.co.uk)

If you would like to be removed from our database, please advise via email and will update our records.