

# JU Physiotherapy

## Privacy Policy

### **Our contact details**

Name: James PG Underwood

Phone Number: +44 7971 818756

E-mail: jamespgunderwood@hotmail.com

Date: 18th October 2023

### **The type of personal information we collect**

We currently collect and process the following information:

- First name
- Last name
- Mobile telephone number
- eMail address

### **How we get the personal information and why we have it**

Most of the personal information we process is provided to us directly by you for the following reason

- To contact you personally

We use the information that you have given us in order to

- to notify you of the cost of delivering our physiotherapy services at your place of residence.

We collect your personal information using a contact form on a website [www.juphysiotherapy.co.uk](http://www.juphysiotherapy.co.uk)

We need to collect or hold your information to contact you about making arrangements to perform our physiotherapy services at your place of residence. We do not pass your personal information to any third party organisation.

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for processing this information is

(a) **We have a contractual obligation.**

We rely on this lawful basis in order to perform our physiotherapy services as agreed by email, SMS text message or telephone call.

## **How we store your personal information**

Your information is securely stored on a personal computer or mobile device.

We keep your first name, last name, mobile telephone number and email address for a period not exceeding 12 months. We will then dispose of your information by using the erasure facility of the personal computer or mobile device where your information is stored.

## **Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [jamespgunderwood@hotmail.com](mailto:jamespgunderwood@hotmail.com) or +44 7971 818756 if you wish to make a request.

## **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at [jamespgunderwood@hotmail.com](mailto:jamespgunderwood@hotmail.com) or +44 7971 818756

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>