



Caroline Hardaker

Children's Physiotherapy & Spasticity Management

07889 337779

[carolinehardakerkidsphysio@gmail.com](mailto:carolinehardakerkidsphysio@gmail.com)



## Privacy Policy

### Introduction

This policy applies to Caroline Hardaker Kids Physio. In order to assess and treat your child to a high standard I need to ask for and store highly personal data about your child and family. I take the responsibility for protecting the privacy of your data extremely seriously. This policy explains how I will collect and process your data and my responsibilities to protect your data under the Data Protection Act 1998 ("DPA") and the General Data Protection Regulations ("GDPR")

For the purpose of the DPA and GDPR, Caroline Hardaker Kids Physio is the data controller and Caroline Hardaker is the Data Protection Officer. Any enquiry regarding the collection or processing of your data should be addressed to:

Caroline Hardaker, Cross Farmhouse, East Allington, Devon, TQ9 7RW.

email: [carolinehardakerkidsphysio@gmail.com](mailto:carolinehardakerkidsphysio@gmail.com) tel:07889337779

By using my website, engaging with me on social media and submitting information to me, you consent to the use of your data as described in this policy.

I am registered with the Information Commissioner's Office, the UK supervisory authority for data protection.

### Information I collect

The personal data that I may collect from you includes:

- Identity data e.g. name, DOB, NHS number, gender.
- Contact data e.g. Home address, email, phone number.
- Special Category Data e.g. health/medical information from external sources, my treatment notes.
- Financial data e.g. bank details, card payment details.
- Marketing and communications data e.g. your communication preferences.

I collect information in the following ways:

- Email correspondence either from you or from other professionals involved in your child's care.
- Telephone conversation
- Face to face consultation
- Social media e.g. Facebook

### How do I use Your Personal Data: The legal basis for processing

Caroline Hardaker Kids Physio takes your privacy seriously and will never disclose, share or sell your data without your consent; unless required to do so by law. I only retain your data for as long as is necessary and for the purpose(s) specified below:

- I collect your contact data so I can contact you to discuss your child's requirement for Physiotherapy, book you an appointment, send you appointment reminders via text/email and visit your home for appointments as arranged.
- I collect and store your special category data as part of my professional obligation to assess your child's requirement for Physiotherapy and my legal obligation for physiotherapy note keeping. Services will require records, plans, assessments, reports and notes on patient treatments to be made and these may be retained in both paper and electronic formats, taking the form of text, image and video.
- To provide effective and coordinated treatment for your child I will routinely speak with other health, education or social care practitioners involved in your child's care. Referrals to NHS services or other private services may be indicated during your child's care and made with your prior consent.
- To maintain a high standard of professional skill I am required by Physiotherapy regulatory and professional bodies (HPCP, CSP) to undertake regular continued professional development. One such development activity is peer support with another Health Professional; usually another Paediatric Physiotherapist. During this activity I may engage in reflective practice about your child's physiotherapy management, with your prior consent, which will require me to share clinical information about your child. I will only share that information which is necessary to the clinical questions for discussion and all information will be strictly confidential between myself and my colleague.
- In a situation where I am concerned about the wellbeing of a child, I have a duty to report my concerns to social care and/or

the police. I will always discuss my concerns with you in the first instance unless I have reason to believe that by doing so, I place your child at risk of harm.

- I may share your data with your external referring company or insurer (where applicable) as part of your treatment programme. This will always be discussed with you and consent gained before the sharing of information.

### Your Rights

You have the right to access any personal information that Caroline Hardaker Kids Physio processes about you and to request information about:

- What personal data I hold about you
  - The purposes of the processing
  - The categories of personal data concerned
  - The recipients to whom the personal data has/will be disclosed
  - How long I intend to store your personal data for
  - If I did not collect the data directly from you, information about the source
- If you believe that I hold any incomplete or inaccurate data about you, you have the right to ask me to correct and/or complete the information and I will strive to do so as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified.
- You also have the right to request erasure of your personal data or to restrict processing (where applicable) in accordance with the data protection laws; as well as to object to any direct marketing from us. Where applicable, you have the right to data portability of your information.
- If I receive a request from you to exercise any of the above rights, I may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure.
- If you request information, I will respond within 1 month of receipt.

### Sharing and Disclosing Your Personal Information

I do not share or disclose any of your data without your consent, other than for the purposes specified in this notice or where there is a legal requirement. Caroline Hardaker Kids Physio uses a third-party accountant however the data available to them is strictly limited to financial data.

#### Consequences of Not Providing Your Data

You are not obligated to provide your personal information to Caroline Hardaker Kids Physio however, as this information is required for me to provide you with Physiotherapy, I will not be able to offer a service without it.

#### How Long I Keep Your Data

Caroline Hardaker Kids Physio only ever retains data for as long as is necessary. I am required under UK tax law to keep your basic personal data (name, address, contact details) for a minimum of 6 years after which time it will be destroyed. I am required by my professional and regulatory bodies (Chartered Society of Physiotherapy, Health and Care Professions Council) to keep your child's clinical records for eight years after their 18th birthday or until 25 years of age. For children with lifelong conditions records are kept for 30 years or for 8 years after death.

#### Data Security and Breaches

Appropriate means of protecting all data are used, which include secure filing for written or hard copy documents and password protected storage and backup devices for data and files in electronic formats. Should your personal data that I control be lost, stolen or otherwise breached, I will contact you without delay. I will give you the contact details of the person who is dealing with the breach, explain to you the nature of the breach and the steps I am taking to deal with it.

#### Third party links

You might find links to third party websites on my website. These websites should have their own privacy policies, which you should check. I do not accept any responsibility or liability for their policies whatsoever as I have no control over them.

#### Lodging A Complaint

Caroline Hardaker Kids Physio only processes your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your

information, you have the right to lodge a complaint with the supervisory authority.

### **Information Commissioner's Office**

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF 0303 123 1113

<https://ico.org.uk/global/contact-us/email/>

### **Consent**

Caroline Hardaker Kids Physio takes your privacy seriously and will only process your personal data with your consent and in accordance with the terms stated in our Privacy Notice. I will obtain your explicit consent via response to an email prior to your first face-to-face consultation. You can modify or withdraw consent at any time, which I will act on immediately, unless there is a legitimate or legal reason for not doing so.

### Cookie Notice

A 'cookie' is a small piece of data sent from a website and stored on the user's computer by the user's web browser while the user is browsing. When you visit a site that uses cookies for the first time, a cookie is downloaded onto your computer/mobile device so that the next time you visit that site, your device will remember useful information such as items added in the shopping cart, visited pages or logging in options. Cookies are widely used in order to make websites work, or to work more efficiently, and our site relies on cookies to optimise user experience and for features and services to function properly. Most web browsers allow some control to restrict or block cookies through the browser settings, however if you disable cookies you may find this affects your ability to use certain parts of my website or services. For more information about cookies visit <https://www.aboutcookies.org>