

## David Newman Hantscare PRIVACY NOTICE

### Who are we?

David Newman t/a Hantscare, Hampshire Sports Injury & Physiotherapy Clinic (“we”, “us”) Hantscare Regus Cumberland House Cumberland Place Southampton SO15 2BG, T: +44 (0) 238 033 0387 E: [admin@hantscare.com](mailto:admin@hantscare.com) [www.hantscare.com](http://www.hantscare.com).

We are committed to protecting your personal information and being transparent about what we do with it. We are also committed to using your personal information in accordance with all applicable laws concerning the protection of personal information and not to do anything with your information that you wouldn't reasonably expect.

This Notice applies to our collection and use of your data in connection with the undertaking of our activities. We keep this Notice under regular review and place updates on [www.hantscare.com](http://www.hantscare.com). We will also provide notifications of material changes via email or other channels if requested.

### What are your rights?

We recognise that your personal data belongs to you and we don't wish to use it in ways that you don't want us to.

You can also exercise a variety of rights regarding our use of your data:

- You can withdraw your consent to processing at any time
- You can ask us for a copy of the information we have about you
- You can ask us to correct any incorrect data we have about you
- You can ask us to delete your data
- You can ask for your data in a common, machine-readable format
- You can ask us to restrict the processing of your data where there is a dispute in relation to the accuracy or processing of that data
- You can lodge a complaint with the UK Information Commissioner's Office.

To exercise any of the foregoing rights, please contact us at the email address or postal address shown above under “Who are we?”. Note that some of these rights are not absolute—for example, we may not be able to forget you if we have to keep some of your data to comply with the law—but we'll evaluate your request in accordance with applicable data protection laws. We will respond to your request within one month of receiving it.

### What data do we collect?

We receive personal data about you from two sources:

- Data that you provide us with directly
- Data that is passed to us by third parties that refer patients to us

Where you are referred by a third party agency for assessment and or treatment, that third party is responsible for compliance with data protection regulation when providing those services. Further details will be found in the third parties' own privacy policies.

We do not record any information relating to your use of our website.

### How do we use your data?

We use your data to enable us to undertake our core activities:

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- Maintaining our books of account and records in accordance with our statutory duty
- Recording Medical records in accordance with our statutory duty.
- Providing reports to referring third parties and onward referral with your consent.
- Sending you emails and text messages to keep you informed of your treatment and appointments.

If we wish to use your personal data for a new purpose not covered by this notice, we will contact you and where relevant obtain your consent prior to commencing processing.

### What if you don't want us to have your data?

You are not required to provide personal data to us. However, your failure to do so may affect our ability to be able to undertake your care in a safe and efficient way.

### With whom are we sharing your data?

We do not share your information with any other organization, except when:

- Reporting to third party referring parties with your consent
- Providing information on your care to a third party with your written consent
- Required by law, requested by law enforcement authorities or to enforce our legal rights.

### On what legal bases do we process your data?

The legal bases for processing your personal data are:

- Consent - we will only process your personal data to send you emails informing you of the progress of treatment and appointments if we have your consent, which you can withdraw at any time by contacting us at the email address or postal address shown above under "Who are we?"
- Legal obligations - it is necessary for us to process your data to comply with our statutory and legal obligations, such as maintaining books of account and records and medical records.

### Where are we sending your data?

We store your personal data inside the UK.

### Are we doing any automated decision making or profiling?

We do not undertake any automatic decision-making or profiling.

### How Long Do We Keep Your Data?

We keep your personal data in an identifiable form for as long as we have a legitimate reason to use the data and as required by law. Specifically, for medical records we retain them for 8 years after last seen. In the case of minor's records are retained until they reach the age of age 26 or 8 years after last seen, whichever is the latest.

### Information Commissioners Office contact details

Telephone: 0303 123 1113

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

Post: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

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