



## **Privacy Policy Notice**

**Effective Date: from 25 May 2018**

### **1. Who we are:**

- PSM Sports Injury & Rehabilitation Clinic is a data controller in respect of personal information that we process in connection with our business (including the services we provide). In this Privacy Notice, references to “we”, “us” or “our” are references to PSM.
- We are providing this notice to you so that you will know what kind of information we collect about you and the circumstances in which that information may be disclosed to third parties. “Personal Information” means information about a living individual who can be identified from that information (either by itself or when it is combined with other information).

### **2. What categories of personal data we collect from you?**

- We collect the following categories of personal data about you:
  - Your name and contact information such as your home or business address, job title, email address and telephone number;
  - Biographical information which may confirm your identity including your date of birth, tax identification number and your passport number (and a visual image of your passport) or national identity card details, country of domicile and/or your nationality;
  - Information relating to your financial situation such as income, expenditure, assets and liabilities, as well as your bank account details;
  - Information about your employment, education, family or personal circumstances, lifestyle and social circumstances (such as dependents, marital status, next of kin and contact details), and interests, where relevant.
  - We may also process certain special categories of information for specific and limited purposes. We will only process special categories of information where we’ve obtained your explicit consent or are otherwise lawfully permitted to do so. This may include:
    - Information about racial or ethnic origin, and
    - Physical or psychological health details or medical conditions.

### **3. Where we obtain your Personal Information:**



- We primarily collect your Personal Information from the following sources:
  - Information you provide to us when you meet us;
  - Information you provide in the introductory form and medical questionnaire;
  - When you communicate with us in writing, by telephone, fax, website registration, email or other forms of electronic communication. In this respect we may record and store any such communication received;
  - personal data we receive from third party sources (for example, from doctors if you have been referred to us for our services).

#### **4. Why we collect your Personal Information and how we will use this information:**

##### *Lawful grounds for processing:*

- We are entitled to hold and process your Personal Information on the following lawful grounds:
  - Your explicit consent as set out in the consent form;
  - to comply with our respective legal obligations.
- Please let us know if any of your Personal Information (including correspondence details) changes as soon as possible.

##### *Purposes of processing*

- We may process your Personal Information, for the following purposes (“**Purposes**”):
  - as required by or in connection to providing medical treatment.
- To the extent that such Personal Information contains special category data as set out above then the processing of such data shall solely be for the purpose which you have consented to.

#### **5. Sharing Personal Information:**

- In connection with us providing medical treatment, we may share your Personal Information with authorized third parties (including health professionals and legal professionals) on the basis that anyone to whom



we pass it protects it in the same way we would and in accordance with applicable laws.

- In the event that we transfer information to countries outside of the European Economic Area (which includes countries in the European Union as well as Iceland, Liechtenstein and Norway), we will only do so where:
  - the European Commission has decided that the country or the organisation we are sharing your information with will protect your information adequately;
  - the transfer has been authorised by the relevant data protection authority; and/or
  - we have entered into a contract with the organisation with which we are sharing your information (on terms approved by the European Commission or our own Data Protection Authority) to ensure your information is adequately protected. If you wish to obtain a copy of the relevant data protection clauses, please contact us using the contact details set out below.

## **6. Retention of Personal Information**

- We will only retain your personal data for 7 years following the end of your treatment or for so long as we have a lawful reason to do so.
- We endeavour to store your Personal Information securely manually in secured filing cabinet.
- Whilst we have taken every reasonable care to ensure the implementation of appropriate technical and security measures, we cannot guarantee the security of your Personal Information over the internet, via email or via our websites nor do we accept, to the fullest extent permitted by law, any liability for any errors in data transmission, machine, software or operating error or any other cause.

## **7. Your Rights**

- You have the right, under certain circumstances, to the following rights in respect of the Personal Information:
  - right to obtain access to, and copies of, the personal data that we hold about you;
  - right to require that we cease processing your personal data;
  - right to require us to restrict our data processing activities;



- right to request that Personal Information is erased;
- right to object to processing of Personal Information;
- right to require use to correct the personal data about you if it is incorrect; and
- right to receive from us the personal data we hold about you which you have provided to us, in a reasonable format specified by you, including for the purpose of you transmitting that personal data to another data controller,

the above rights are not absolute, and we may wish to exercise to refuse requests.

- You have the right to lodge a complaint with a supervisory authority and, where we have relied on consent to process the Personal Information, the right to withdraw consent at any time by contacting us via the contact details below.

#### **8. How to contact us:**

If you have any questions about our use of your Personal Information, our retention procedures or our security processes, please contact the PSM Sports Injury & Rehabilitation Clinic, Bay View Rd, IM9 5AQ Contact number: +44 7624 304824 Email: [psmsportsclinic@gmail.com](mailto:psmsportsclinic@gmail.com).

#### **9. Changes to this Policy**

We reserve the right to amend this Privacy Notice at any time without notice, in which case the date of the policy will be revised.