

Physiotherapy and Sports Rehabilitation Clinic

Privacy Notice

Who we are

This Privacy Policy sets out the details of how the University of Bradford's Physiotherapy and Sport Clinic collects and processes the personal data that you provide to us either in person or obtained through our website located at <https://www.bradford.ac.uk/physio-clinic>.

For the purposes of this Notice, personal data means any information that can be used to identify an individual whether directly or indirectly.

When we process your personal data we will comply with the relevant data protection laws and principles, which means that your data will be used lawfully, fairly and in a transparent way, kept securely and only for as long as necessary for the purposes we have told you about.

Please read through the content of this Privacy Notice carefully and ensure that you understand it.

What data we process,

We may process personal data that you provide to us by requesting information or an appointment through our contact form, or by any other communication via email through our website.

The type of personal data which we process will vary depending on your own specific circumstances but typically can include both personal data and special categories of personal data:

Personal Data

This may include your name, date of birth, email address, phone number, business contact details and correspondence address. We shall process this data for the purposes of communicating with you and keeping our records.

The personal data categories we collect are:

- Name, address, email and other contact details
- Details of your GP
- Details of your next of kin or carer
- Gender
- Lifestyle, economic and social circumstances
- Whether you are a member of University Staff, student or a member of the general public

Special Categories of Personal Data

We may process your sensitive data such as details relating to your general health or medical condition in order to assess your suitability to engage or participate in our products or services and to provide relevant care, treatment and advice. To allow us to process your sensitive data we require your explicit consent and we will provide you with a separate form for you to complete to confirm your consent. We process your sensitive data on the ground of a legitimate interest to ensure that we are able to provide you with the best possible treatment, care and advice.

The personal data categories we collect are:

- Racial and ethnic origin
- Visual images (usually to quantify injuries (swelling, bruising), posture, exercise technique etc.)
- Whether you are a member of University Staff, student or a member of the general public

Why we process personal data

We process personal data for the following purposes:

- The provision of assessment, treatment and administration of patients at the clinic
- Education of students on physiotherapy and sports rehabilitation and related courses
- Research in physiotherapy, sports rehabilitation and allied disciplines

We only collect and process personal data for purposes that are clearly outlined prior to you providing us with your data, or for another legitimate reason.

Personal data is only used for specific limited purposed and always with the intention of your best interests or with consent.

The students on placement within our clinic are all supported and supervised by staff that are members of the Chartered Society of Physiotherapists (CSP) and are registered with the Health and Care Profession Council (HCPC) and accordingly we abide by the standard of conduct, performance and ethics as required by the HCPC which includes our requirement to respect confidentiality, keep records, manage risk and be honest and trustworthy.

Where do we get the personal data from?

The personal data we obtain will only come from you from email, phone call, the initial assessment and follow up appointments.

What is the legal basis?

Whenever we process your personal data we do so on the basis of a lawful condition: the General Data Protection Regulation (GDPR) and Data Protection

Act 2018 provide for a number of different legal bases under which processing of data may take place.

Here at the Physiotherapy and Sport Clinic, the legal basis will be one of the following:

- because you have given your consent for us to process your data,
- where we are under a contractual or legal obligation, or
- where it is in our legitimate interests to do so.

In our clinic consent (including an explanation of the risks and benefits) will be obtained at a number of points during your assessment, treatment and management.

As we are a University teaching environment the history and presentation of some patients condition may aid in teaching and learning and therefore consent maybe asked for its use in these circumstances. Finally, you may be asked whether you would consent to participate in data collection for the express purpose of research projects.

Who else do we pass this information on to?

Personal data will only be shared with your explicit consent but would likely be the General Practitioner or other healthcare, social care and welfare organisations.

The only exception to this would be the unlikely event of a life threatening or similar extreme situation or condition which would be deemed necessary to protect your, or someone else's vital interests.

How long do we keep this information for?

Notes and documentation are kept in line with recommendations from our professional body, the Chartered Society of Physiotherapists (<https://www.csp.org.uk/documents/retention-health-records-summary>).

What are your rights as a data subject?

As a person whose personal data we are processing you have a certain rights in respect of that personal data; you have the right:

- To withdraw consent, this can be done verbally at the clinic or in writing;
- To access your personal data that we process;
- To rectify inaccuracies in personal data that we hold about you if it is inaccurate or incomplete;
- To request the deletion or removal of your personal data where there is no compelling reason for its continuing processing;
- To restrict the processing of your personal data in certain ways;
- To obtain your personal data for reuse;
- To object certain processing of personal data; and

- To complain to the Information Commissioner's Office about the way in which we process your personal data

It is very important to us that the information we hold about you is complete, accurate and up to date. If at any time your personal details change, please let us know by emailing us at fohs-physio-clinic@bradford.ac.uk so we can update our records.

Where can I get more information

For more information please contact the University's Data Protection Officer, data-protection@bradford.ac.uk, University of Bradford, Richmond Road Bradford BD7 1DP

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