



Well Human

Data Protection Notice for Clients

1. How we use your personal information

This notice tells you why Well Human collects information about you and/or your child and how this information may be used. The professionals, who provide your care, maintain records about your health and any treatment or care you have received here or previously. These records help provide you with the best possible health care. Our records are all electronic and held on an encrypted software. Records which Well Human holds about you may include the following information:

- Details about you, such as your address, contact details, previous medical history and previous investigations;
- Any contact Well Human has had with you, such as appointments, clinic visits, advice given over the phone or email, emergency appointments etc;
- Notes about your and/or your child's health;
- Details about your and/or your child's treatment and care; and
- Relevant information from other health care professionals.

Information may be used within the clinic for clinical audit purposes to monitor the quality of the services we provide.

All of your information is held securely on our premises and may be used for statistical purposes. Where we do this, we take strict measures to ensure that individual clients cannot be identified. Sometimes your information may be requested for research purposes – in such instances we will always ask your consent before releasing such information.

2. How do we maintain the confidentiality of your records

2.1. We are committed to protecting your privacy and will only use information collected lawfully in accordance with:

- General Data Protection Rules 2018
- Human Rights Act 1998
- Common Law Duty of Confidentiality
- Chartered Society of Physiotherapy Code of Conduct





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2.2. Every member of staff who works at Well Human has a legal obligation to keep information about you confidential.

3. Who do we share your information with?

- 3.1. We only ever pass on information about you to others, if there is a genuine need for it and you have given your consent. This may be your GP, dentist or other health care professionals, a solicitor or for court proceedings.
- 3.2. We will not disclose any information about you to any third party without your written permission or in case of a child's information the parental consent, unless there are exceptional circumstances (i.e. life or death situations), where the law requires information to be passed on and/or in accordance with the Caldicott principles.

4. Access to your personal information

- 4.1. You have a right under the General Data Protection Rules 2018 to request access to view or obtain copies of what information Well Human holds about you and to have it amended should it be inaccurate. In order to do this, your request must be made in writing to the clinic, and:
 - There is no charge for copies of your file
 - We are required to respond to you within 40 days
 - You will need to give us proof of name (Photo ID) so that your identity can be verified

5. Objections/Complaints

- 5.1. Should you have any concerns about how your information is managed at Well Human, please contact Abigail Weber (Physical Wellbeing Director). If you remain concerned, you can complain to the Information Commissioner's Office via their website (www.ico.gov.uk)

6. Change of Details

- 6.1. It is important that you tell the person treating you if any of your details such as your name or address have changed or if any of your details such as date of birth is incorrect in order for us to correct it.





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7. Notification & Data Controller

Abigail Weber is registered with the Information Commissioner's Office as the Data Controller for Well Human.

| Well Human GDPR – Data questionnaire | Details |
|--|---|
| Practice name | Well Human Ltd |
| Practice contact | Abigail Weber |
| Service Provided | Physiotherapy, Sports massage |
| Data | |
| Who will you share data with? | GP, Surgeons. Only with permission of the patient. Data may also be shared with Coaches and Trainers if requested by patients |
| What application do you use to process the personal data | TM3 |
| What application do you use to store the personal data | TM3 |
| Legal basis for storing the data | ICO, and Governing body requirement to store for period of time |
| What security measures (technical or procedural) have been implemented to protect the data that has been audited? (ie ISO 27001, third party audits, and other accreditations which cover data protection/ security) | Follow ICO Guidelines |
| How do you monitor data breaches, investigate and report them? | Report to Director as per their Information Security Policy, as provided |
| Are procedures in place to regularly review and destroy excessive or out of data (paper | Yes |





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| and computer records) | |
| How are files containing sensitive data moved from one location to another - both physical and digital | Physical data - Recorded Delivery (See Data Protection Policy) Digital data - Electronically emailed with patients permission |
| Staff | |
| Do staff receive frequent information security training (how frequent?) | Yes - Annually |
| Do staff know what to do if personal data is lost, accessed improperly or stolen? | Yes - follow the Well Human Information Security Policy |
| Are there access restrictions in place to who can access the data we send? | Yes |
| Is there a comprehensive information security policy in place? | Yes - See Data Protection Policy |
| Are confidentiality agreements signed by staff? | Yes |

